

European judicial systems

Efficiency and quality of justice

CEPEJ STUDIES No. 24



Thematic report:
Use of information technology
in European courts

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OVERVIEW OF THE REPORT

The Council of Europe's European Commission for the Efficiency of Justice (CEPEJ) carried out a thorough evaluation of the use of information technology (IT) in the judicial systems of the Council of Europe's Member states as part of the CEPEJ's 2014-2016 cycle. The aim was not only to draw up an inventory of the development of information technology tools and applications in the courts and prosecution services but also to identify very first means of analysis of their impact on the efficiency and quality of the public service of justice.

The first part of the report is devoted to a thorough analysis of the State of development of IT. This analysis leads to a confirmation of the trend outlined in previous reports: most States have invested significantly in IT for the functioning of their courts.

The direct assistance devices to judges, prosecutors and clerks and court management tools are, however, far more developed than the electronic communication tools with professionals and court users.

The civil and commercial matters, criminal matters, administrative matters and 'other' matters appear broadly to have been invested in in the same way by the States. Similarly, no priority seems to have been given to the development of IT tools to improve the quality of the public service of justice (internally as regards the operation of the court and externally as regards the relationship with clients and professionals) compared to those improving efficiency.

This preliminary finding makes it possible identifying in a second part of this report other trends regarding the impact of information technology from the perspective of efficiency and quality.

Thus, the level of financial investment in the IT field does not appear to be related to the actual level of development. Some States seem to have invested a lot to obtain a modest level of equipment and, conversely, others seem to control expenditure and are at a relatively high level of equipment. This observation must of course be tempered by the fact that this study could not measure accurately in time the relationship between investment trends (often multi-year) and the results actually achieved, as well as external input that may have contributed to the computerisation (financial and material, resulting for example from EU programmes).

Next, it seems that the good level of development of IT tools cannot be systematically linked to a good level court performance¹. Indeed, the most technologically advanced States do not always have the best indicators for efficiency. The reason for increased (or reduced) performance is in fact to be found in the combination of several factors such as the resources allocated, but also methods of evaluating court performance, and the use of IT as a lever for improvement rather than as an end in itself).

Finally, the impact felt by the users could not be measured in this report, but it can be deduced from the median European development index on electronic communication (measured at 5,9 out of 10) that this areas still requires investment in many countries. Using the internet to not only communicate information to litigants but also to enable them to conduct online procedures, follow their case, obtain an extract, are features that contribute not only to bring the public service of justice closer to the citizens but also to create a high level of trust in the system.

Member states should be encouraged to continue their investment in this field, relying in particular on good practices implemented in some of them such as Austria, the Czech Republic and Germany. The Guidelines to Cyberjustice which have been developed under the leadership of the working group 'Quality' of the CEPEJ (CEPEJ-GT-QUAL), to be published by the end of 2016, will also support the policies of public reorganisation of judiciary services based on IT.

¹ Performance is measured on the basis of indicators developed by the CEPEJ called Clearance Rate and Disposition Time whose methodology is described in the appendix.

INTRODUCTION

This report forms part of the 2014-2016 cycle of the European Commission for the Efficiency of Justice (CEPEJ), to assess the functioning of the judicial systems of member of the Council of Europe.

The process has enabled the CEPEJ to produce:

- a general report that contains data and key comments (key facts and figures) that allow for the evaluation of judicial systems and their development (CEPEJ (2016)1);
- a separate and specific report on the use of IT in the courts (this report);
- a dynamic database open to the public, accessible on the internet, including a data processing system (see: <http://www.coe.int/cepej>)

In pursuit of better access to justice, easier procedures in every branch of law (civil, criminal and administrative) and closer cooperation between judicial and administrative authorities in different countries, a large number of Council of Europe Member states have been intent on developing information technology (IT) for courts (variously known as e-Justice, e-courts, Cyberjustice, electronic justice, etc.) for over ten years now. This intent is reflected in their commitment, to varying degrees, to IT development in courts and public prosecution services in order to improve the efficiency of judicial systems.

The Committee of Ministers of the Council of Europe affirmed in 2003 that “an efficient justice system is essential to consolidate democracy and strengthen the rule of law, as it will increase public trust and confidence in the State authority, in particular its ability to fight against crime and solve legal conflicts²”.

Surveys have been carried out to record the introduction of ICT in a number of countries. The CEPEJ has accordingly had the task of producing various indicators, collecting and analysing data and determining evaluation methods and measurements. The Council of Europe recognised in 2003 that IT had become essential to the efficient functioning of a judicial system, especially given the growing workload of the courts and other organisations in the sector.

A report produced for the CEPEJ³ by the scientific expert Marco VELICOGNA (Italy) has already revealed two stages in the development of new technology in a judicial system. The original intention was simply to improve specific activities, but a more strategic, long-term view seems to have taken root since the 1990s with the aim of modernising the courts. Legal and practical reforms have thus gradually been made, reflecting the different legal cultures of each State.

Further, in an Opinion delivered on 9 November 2011⁴, the Consultative Council of European Judges (CCJE) pointed out that “IT should be a tool or means to improve the administration of justice, to facilitate the user’s access to the courts and to reinforce the safeguards laid down in Article 6 ECHR: access to justice, impartiality, independence of the judge, fairness and reasonable duration of proceedings” and went on to stress that its introduction in courts in Europe should not compromise the human and symbolic faces of justice”.

The present report follows on from the CEPEJ report “European judicial systems – 2014 Edition”, which devoted part of its fifth chapter to e-justice and e-courts.

That report bore witness to Europe-wide progress in this field, with factual data since 2004 showing that “ICT is playing a growing role within the justice administration and the justice service provision”.⁵

The purpose of the present work is to focus in greater detail on the phenomenon of IT use in courts.

² Council of Europe, Recommendation Rec(2003)14 of the Committee of Ministers to Member states, 9 September 2003, on “the interoperability of information systems in the justice sector”.

³ CEPEJ Studies No. 7, 2007, 64 p: Use of information and communication technologies (ICT) in European judicial systems (Marco VELICOGNA).

⁴ Opinion No.(2011)14 of the CCJE, “Justice and information technologies (IT)”.

⁵ CEPEJ Studies No. 18: “European judicial systems – 2012 Edition”, p109.

Data collection, validation and analysis

To this end, a questionnaire concentrating exclusively on this area was prepared by the CEPEJ Working Group on Evaluation of Judicial Systems (CEPEJ-GT-EVAL),⁶ chaired by Mr Jean-Paul Jean (France), accompanied by an explanatory note.⁷ These documents were adopted at the 25th plenary meeting of the CEPEJ (2 and 3 July 2015). At its 26th plenary meeting (10 and 11 December 2015), the CEPEJ instructed the working group to prepare the present report, in cooperation with the CEPEJ Secretariat.

The questions asked were divided into the three areas highlighted in the previous CEPEJ report on "European judicial systems – 2014 edition" (direct assistance to judges, prosecutors and court clerks; administration and management of courts; electronic communication), to which various aspects were added (legislative framework, information system governance, equipment rate in each branch of law, intended impact on quality and efficiency of the judicial system).

National correspondents were the main data-collection partners of the Secretariat and the experts and are primarily responsible for the quality of the data used in the survey. All individual replies have been saved in the CEPEJ database by the Secretariat.

A great deal of work went into checking the quality of data provided by Member states. There were multiple exchanges with national correspondents to confirm or clarify some replies, and data adjustment continued almost up until the report's final version. The CEPEJ experts were of the opinion that figures should not be changed without the correspondents' express consent. Any changes to the figures were therefore approved by the national correspondents concerned.

The meeting between CEPEJ-GT-EVAL and the network of national correspondents (Strasbourg, 4 May 2016) was an essential step in the process in order to have final confirmation of the figures provided and ensure a high degree of quality.

This report was adopted by the CEPEJ at its 27th plenary meeting (Strasbourg, 30 June-1 July 2016).

⁶ The CEPEJ Working Group on Evaluation of Judicial Systems (CEPEJ-GT-EVAL) consisted of the following members:

Mr. Ramin GURBANOV, Judge, Yasamal District Court, Azerbaijan,

Mr. Adis HODZIC, Senior Advisor for Statistics, Secretariat of the High Judicial and Prosecutorial Council of Bosnia and Herzegovina, Sarajevo, Bosnia and Herzegovina

Mr. Jean-Paul JEAN, Divisional Presiding Judge, Associated professor at the University of Poitiers, France (President of the CEPEJ-GT-EVAL),

Mrs Simone KREB, Judge, Cologne Regional Court, Germany,

Mrs Mima Minauf, Chief Administrative Advisor, Department of Judicial Administration and judicial inspection, Judicial organisation directorate, Ministry of Justice, Croatia

Mr. Georg STAWA, President of the CEPEJ, Head of Department for projects, strategy and innovation, Federal Ministry of Justice, Austria

Mr. Frans VAN DER DOELEN, Programme Manager of the Department of the Justice System, Ministry of Justice, The Hague, The Netherlands

Mr. Jaša VRABEC, Senior Judicial Adviser, President's Office, Supreme Court of the Republic of Slovenia, Ljubljana, Slovenia

The group also benefited from the active support of the scientific expert, Sophie SONTAG-KOENIG, Doctor of Law, Project Manager at the Institute for Advanced Studies on Justice, Paris, France

⁷ The questionnaire and explanatory note are included in an appendix 6 and 7 to this report.

Responding States

By May 2016, 44 Member states (46 States or entities) had participated in the process: Albania, Armenia, Austria, Azerbaijan, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus⁸, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Republic of Moldova⁹, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation¹⁰, Serbia¹¹, Slovakia, Slovenia, Spain, Sweden, Switzerland, "the former Yugoslav Republic of Macedonia"¹², Turkey, Ukraine¹³ and United Kingdom¹⁴.

Only Liechtenstein and San Marino were unable to provide any data for this report.

Andorra did not reply to the questionnaire but provided a short briefing note describing IT work in its courts under a plan introduced in December 2009 to modernise the judicial system and explaining the human and financial resources invested for this purpose.¹⁵

Israel participated in the survey as an observer and appears in the report.

It should be noted that in federal States and States with a decentralised system of judicial administration, data are not collected in the same way as in centralised States and the situation is often more complex. Such States have limited data collection at the central level, while among federated entities both the type and quantity of data collected may vary. In practice, several federations sent the questionnaire to each of their entities. A few States extrapolated figures from the entities to the entire country on the basis of the number of inhabitants for each entity.

Tools developed within other international frameworks (e.g. applications available from the e-justice portal of the European Union¹⁶) have not been independently incorporated into this study, unless an explicit notice has been provided by a participating country.

All the figures provided by individual Member states are available on the CEPEJ website: www.coe.int/cepej. The national replies also contain explanations that are very helpful for understanding the figures provided. They are therefore a useful complement to the report, which, if it is to remain consistent and concise, cannot include all this information. A veritable database of judicial systems in Council of Europe Member states can thus be accessed easily by members of the general public, policymakers, law practitioners, academics and researchers. Investigations and research can be conducted by research teams, with easy access to the data through agreements with the CEPEJ under academic arrangements approved by the experts of the CEPEJ-GT-EVAL.

⁸ The data provided by Cyprus does not include data of the territory which is not under the effective control of the Government of the Republic of Cyprus.

⁹ The data provided by the Republic of Moldova does not include data of the territory of Transnistria which is not under the effective control of the Government of the Republic of Moldova.

¹⁰ All activities of the Council of Europe concerning the Autonomous Republic of Crimea and the City of Sevastopol aim at fostering human rights in the interest of the people living in this territory. They cannot be interpreted as recognising neither the authorities that exercise de facto jurisdiction nor any altered status of the territory in question.

¹¹ The data provided by Serbia does not include data of the territory of Kosovo* (* all reference to Kosovo, whether the territory, institutions or population, in this text shall be understood in full compliance with United Nations Security Council Resolution 1244 and without prejudice to the status of Kosovo).

¹² Mentioned as "the FYROMacedonia" in the tables and graphs below.

¹³ The data indicated for Ukraine do not include the territories which are not under the control of the Ukrainian government. All activities of the Council of Europe concerning the Autonomous Republic of Crimea and the City of Sevastopol aim at fostering human rights in the interest of the people living in this territory. They cannot be interpreted as recognising neither the authorities that exercise de facto jurisdiction nor any altered status of the territory in question.

¹⁴ The results for the United Kingdom are presented separately for England and Wales, Scotland and Northern Ireland, as the three judicial systems are organised on a different basis and operate independently from each other.

¹⁵ Attention was drawn to the introduction of an integrated information system for judicial administration (courts and Public Prosecutor's Office), based on Spanish software (the Avantius system from Navarre). By the end of 2014 the system was in use in Andorran courts and staff had been trained.

¹⁶ <https://e-justice.europa.eu/home.do?action=home&lang=en&init=true>

Data analysis methodology

This report cannot claim to have made exhaustive use of all the relevant information provided by States and entities, given the abundance of data received. The CEPEJ has nevertheless endeavoured to delve more deeply into IT use in judicial systems whilst taking particular account of Council of Europe priorities and fundamental principles. Quite apart from the figures, the merit of the CEPEJ report is to provide a factual assessment of IT in courts and public prosecution services and suggest some preliminary approaches for analysing the impact of such tools on the functioning of the judicial system.

It should be pointed out that many questions made no distinction between courts and public prosecution services in order to have an overall picture of the judicial system. This being so, some States had to consolidate data from different sources.

In any event, the report is part of a continuous and dynamic evaluation process led by the CEPEJ in which experts and national correspondents have been encouraged to bear in mind its long-term objective: determining a basic set of quantitative and qualitative data to be collected regularly and processed in the same way in all States and their entities, from which common indices and indicators can be derived for the use of IT in courts.

The specific methodology for analysing replies has resulted in a design in which each State is given a development "index" covering various sets of themes emerging from the replies of each of the responding countries.

These indices, the results of which will be explained in the first part of the report, are not ratings but a measurement of each country's investment in IT equipment, development and use.

Rather than producing a ranking of the various States or entities, the purpose is to identify and highlight good practice and/or problems in bringing this technology into use.

The introduction and use of IT has a dual aim: firstly, to improve the efficiency of the courts against a background of austerity, but also to raise quality, although this is harder to measure.

This report will therefore endeavour to describe not only the technology available but also the way in which it is used, since, despite substantial investment, some States have not seen the anticipated results. Governance and sound management of available resources, both essential for successful growth of IT, will therefore also be considered.

It should further be pointed out that before the end of 2016, the CEPEJ Working Group on Quality of Justice (CEPEJ-GT-QUAL) will be publishing guidelines on the use of IT in courts. Its work will complement the evaluation in this report, providing a compendium of best practice in the field and establishing a number of recommendations, mainly for public policy-makers.

Lastly, it must be emphasised that all the data used are reported data from the responding States or entities.

Indeed, the quality of the data in this report depends to a large extent on national correspondents' understanding of the questions asked, their work, the way in which they process and analyse the data, the definitions used in individual countries, the countries' recording systems and the national data available. Peer review missions and the quality control performed for each country during successive years have led to improvements. Despite this fact, it may reasonably be assumed that some differences are due to diverging interpretations of the questions by national correspondents, who may have been tempted to match the questions to the information they had available for their own countries. The reader should bear this in mind and always interpret the statistics in the light of the relevant comments and more detailed explanations to be found in Member states' individual replies.¹⁷

¹⁷ Available on the CEPEJ website: www.coe.int/cepej

PART ONE

STATE OF IT DEVELOPMENT IN JUDICIAL SYSTEMS

In terms of methodology, the development of IT in the courts of the 46 States or entities forming the sample group replying to the questionnaire on which this report is based has been studied using equipment/development indices that will be explained (1.1). The resulting findings will be summarised, by field (1.2).

1.1 SUMMARY OF THE METHODOLOGY USED TO CALCULATE DEVELOPMENT INDICES¹⁸

Questions on IT use have been divided into four fields:

- Direct assistance to judges, prosecutors and court clerks,
- Administration and Court management (including the case management),
- Communication between courts, professionals and/or court users,
- Other aspects such as organisation and governance of court information systems, system security and personal data protection.

Then, the answers to these fields have been distributed into five main areas:

- IT equipment, in line with previous years,
- governance/strategy, new area of analysis,
- the legal framework for the use of IT,
- a country's level of investment in tools to improve efficiency,
- a country's level of investment in tools to improve quality.

Each reply was rated with an index of 0 to 4, using the methodology described at the beginning of Appendix 2.

For questions to which the replies were expressed as a percentage band set by the questionnaire, points were allocated according to these bands. Thus, a percentage of 100 % or a positive response was given the maximum number of points that can be allocated in accordance with the threshold set by the reading grid. The four potential points for a percentage answer were allocated as follows: 4 points for 100 %, 3 points for 50-99 %, 2 points for 10-49 % and 1 point for 1-9 %. If the answer was 0 %, if or figures were not available, 0 point were allocated.

For closed questions requiring a yes or no answer, four points were allocated for a "yes" and zero points for a "no".

The points allocated were then weighted using the grid in Appendix 3 to this report, a weighting that took account of the specific nature of the question, its importance in relation to the above-mentioned areas and the branch of law concerned (civil, administrative or criminal). The weightings could thus be zero or even negative.

The weighting would vary depending on the fields and areas concerned, as described above.

The total number of points for each field were standardised using a 10 point index for easy comparison between countries in the maps 1, 2.1, 3.1 and 4.1 of this report and in the first table of the annex 1.

The answers that allowed the calculation of these indices are described in the first part of this report in the shape of tables. Depending on the type of questions asked, these tables show:

- Either the % of countries (out of 46 States or entities) that have positively or negatively answered a question (Yes / No);

¹⁸ See Appendix 3 for a full description of the methodology and a description of calculation grid.

- Either the distribution of these countries (in % out of 46 States or entities) among those who responded 100 %, 50-99 %, 10-49 %, 1-9 %, 0 % (NAP) (equivalent to a response No) and NA (Not available).

Example

	Basic tools		Decisions writing		Central knowledge
	Basic equipments	Advanced automation tools	Templates	Voice dictation	
Yes			63%		
No			37%		
100%	80%	54%		13%	
50-99%	20%	22%		9%	
10-49%	0%	15%		17%	
1-9%	0%	2%		11%	
0% (NAP)	0%	2%		35%	
NA	0%	4%		15%	

For reasons of presentation and effectiveness, only these synthesis tables are presented in part 1 of this report. Full details of the responses from countries that enabled the construction of these synthesis tables are given in Annex 1.

Finally, the results were grouped in three fields (equipment, governance / strategy and the legal framework for use of IT) and were then used to calculate an overall equipment or development index¹⁹ from 1 (early development) to 3 (almost completed development) in introduction of section 1.2 (map and table) and in section 2.1 (table).

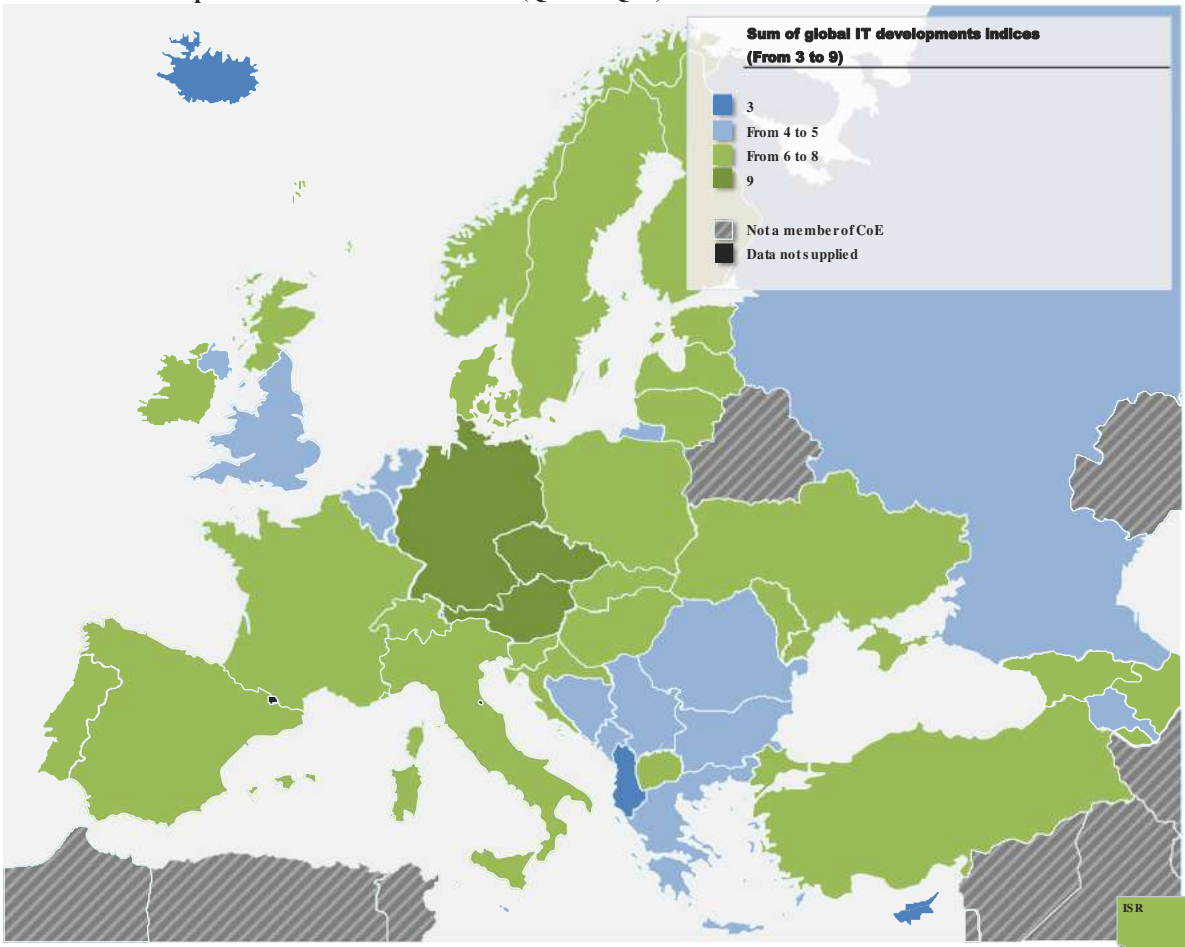
¹⁹ See below section 1.2, section 2.1 and appendix 4

1.2 SUMMARY OF DEVELOPMENT INDICES

The fields selected in the questionnaire have been taken as the framework for an initial overview of the various uses of IT.

First, the 3 overall indices of development from 1 to 3) can be summed in the following table and map. The highest values indicate that these States or entities have invested in all fields (equipment, legal framework and governance). Conversely, the lowest values show that the investments are unequal (e.g. more development in equipment and less in legal framework or governance) or beginning. This analysis will be detailed in section 2.1 of this report.

Sum of IT developments indices in each field (Q62 to Q65)



Sum of IT developments indices in each field (Q62 to Q65)

States / Entities	Global IT Development level			
	Equipment	Legal framework	Governance	
Albania	1	1	1	3
Armenia	2	1	1	4
Austria	3	3	3	9
Azerbaijan	2	2	2	6
Belgium	2	1	1	4
Bosnia and Herzegovina	2	1	2	5
Bulgaria	2	1	1	4
Croatia	2	2	2	6
Cyprus	1	1	1	3
Czech Republic	3	3	3	9
Denmark	2	2	2	6
Estonia	3	3	2	8
Finland	3	3	2	8
France	2	2	3	7
Georgia	2	2	2	6
Germany	3	3	3	9
Greece	2	2	1	5
Hungary	3	2	3	8
Iceland	1	1	1	3
Ireland	2	2	2	6
Italy	2	2	3	7
Latvia	3	2	3	8
Lithuania	2	2	2	6
Luxembourg	2	1	2	5
Malta	2	1	2	5
Republic of Moldova	2	2	2	6
Monaco	2	2	3	7
Montenegro	2	1	2	5
Netherlands	2	1	2	5
Norway	2	2	2	6
Poland	2	2	2	6
Portugal	2	2	2	6
Romania	2	2	1	5
Russian Federation	2	1	2	5
Serbia	1	1	2	4
Slovakia	2	2	2	6
Slovenia	3	2	3	8
Spain	3	3	2	8
Sweden	2	2	3	7
Switzerland	2	3	2	7
The FYROMacedonia	2	3	3	8
Turkey	3	2	3	8
Ukraine	2	2	2	6
UK-England and Wales	2	1	2	5
UK-Northern Ireland	2	1	2	5
UK-Scotland	2	1	3	6
Israel	3	2	3	8

Global IT Development level	1 - Early development
	2 - Ongoing development
	3 - Almost completed development

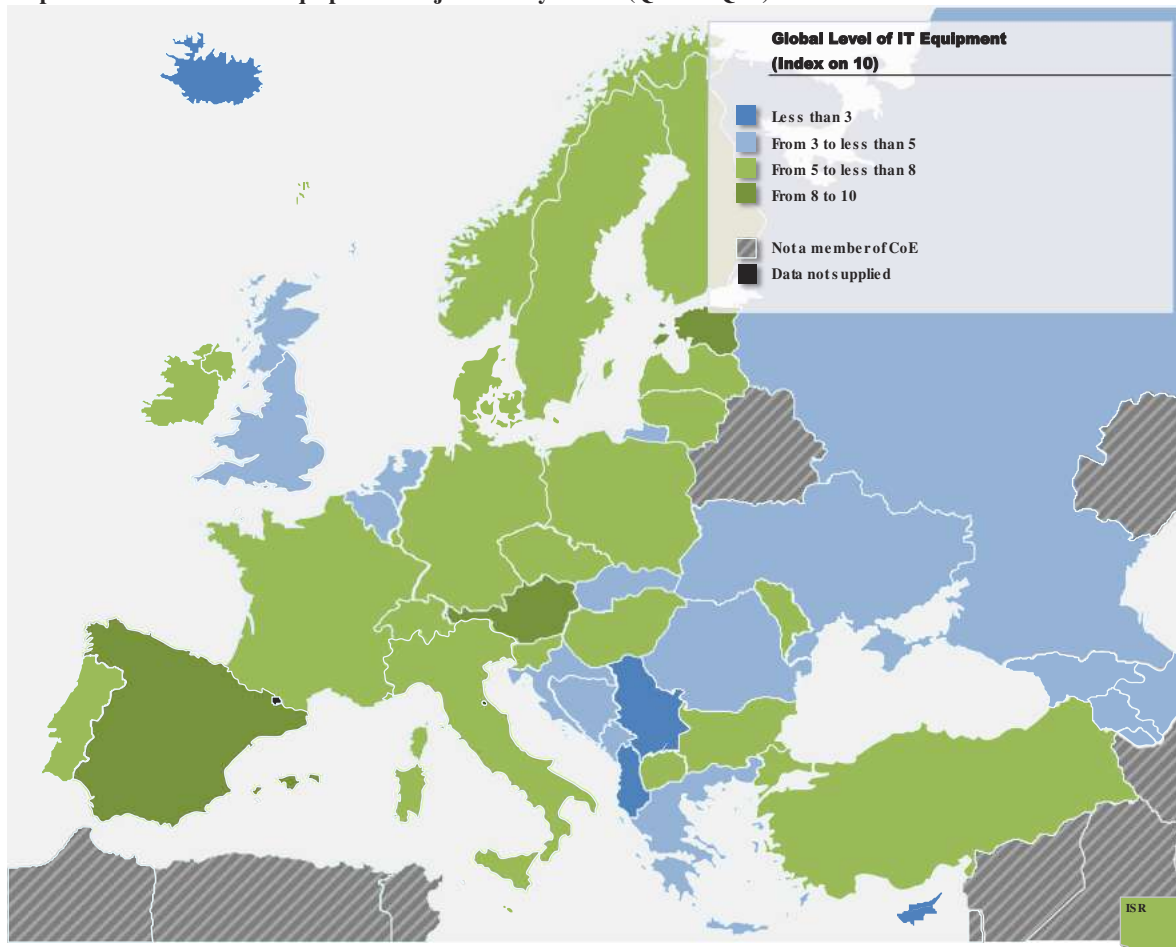
More accurate information will be provided about IT equipment in individual States (1.2.1), organisation and governance of the systems used (1.2.2), and the legislative framework (1.2.3).

1.2.1 IT equipment

It should be noted that the CEPEJ evaluation questionnaire gathered data on IT equipment rather than actual use of IT in courts. For this reason, the evaluation in the first part of the report indicates the State's investment in IT rather than specific outcomes in terms of efficiency or quality of justice. The second part of the report will attempt to outline some preliminary approaches for identifying the impact on the functioning of their courts of countries' investment.

As the previous CEPEJ reports in 2012 and 2014 already noted, IT equipment for judicial systems is now generally available in most countries. Only Albania, Cyprus, Iceland and Serbia have an index lower than 3. Conversely, Austria, Estonia and Spain stand out with equipment indices of between 8 and 10.

Map 1 Global level of IT equipment in judicial systems (Q62 to Q64)



To study in greater detail what the overall index figure actually means, the use of these techniques for direct assistance to the judge, the prosecutor and the clerk (1.2.1.1) will be presented, following by their use for the administration and court²⁰ management (1.2.1.2) and for the communication between the courts, professionals and /or litigants (1.2.1.3).

²⁰ In order to allow for the diversity of judicial systems in Member states, the term "court" is used here in the broad sense of a body established by law, including the prosecuting authority and the organ of judgment.

1.2.1.1 Direct assistance to judges, prosecutors and court staff

Map 2.1 Level of IT equipment in judicial systems for the direct assistance to the judges, prosecutors and court clerks (Q62)

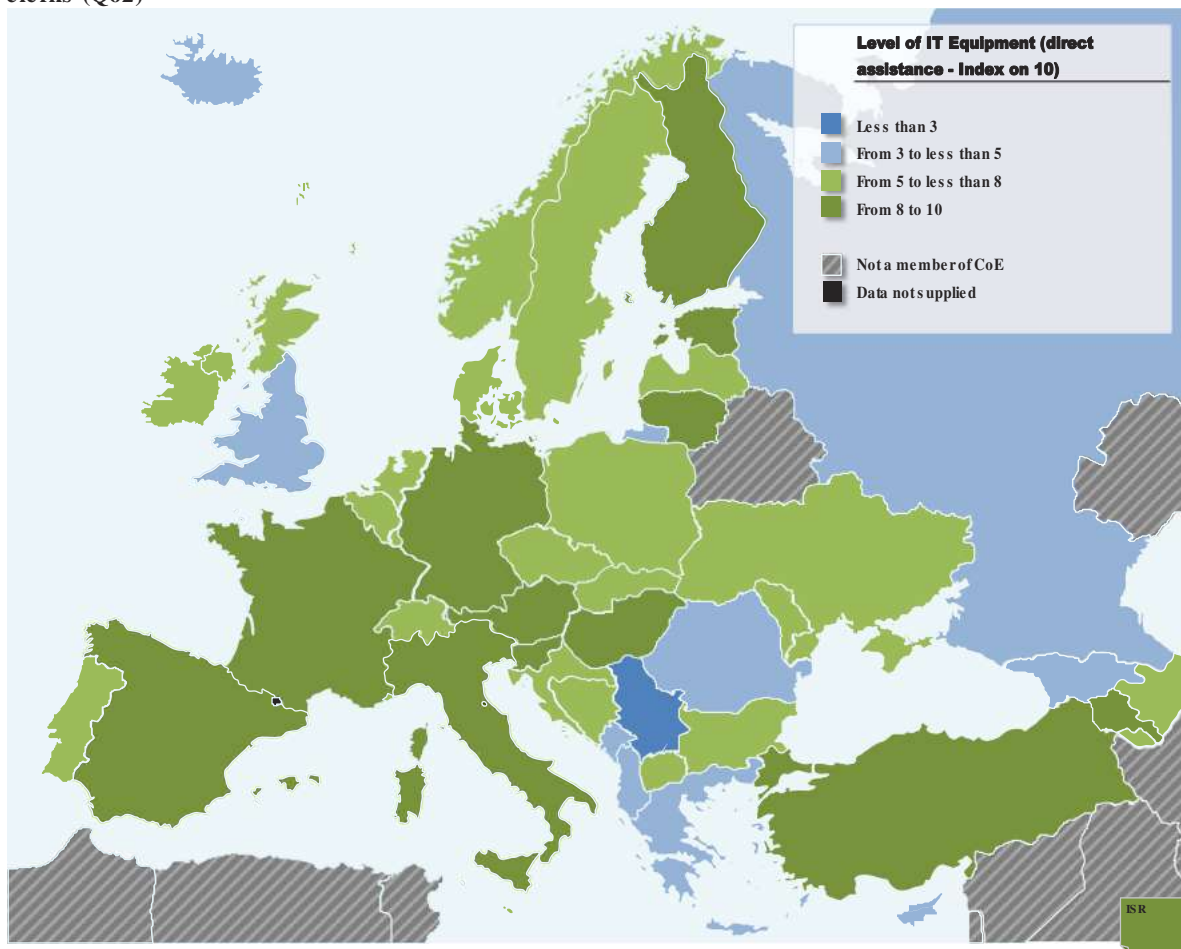


Table 2.2 Direct assistance to judges, prosecutors and court clerks (Q62)

	Basic tools		Decisions writing		Centralised databases			Other	
	Basic equipments	Advanced automation tools	Templates	Voice dictation	Centralised legislative database	Centralised case law database	Centralised record of criminal cases	Intranet	Online training
Yes			63%			89%	78%		
No			37%			11%	22%		
100%	80%	54%		13%	76%			59%	30%
50-99%	20%	22%		9%	11%			17%	17%
10-49%	0%	15%		17%	2%			4%	17%
1-9%	0%	2%		11%	0%			0%	11%
0% (NAP)	0%	2%		35%	9%			17%	22%
NA	0%	4%		15%	2%			2%	2%

Complete data per State are available in Annex 1..

The assistance provided by IT in the different States can be viewed with a focus on how the support provided to professionals is understood, both generally in the course of their daily duties and more specifically in its practical and “intellectual” contributions to the drafting of court decisions.

a) By and large, basic facilities and office automation tools are available in all the States. 38 – over three quarters – have fully equipped their courts with computers and Internet connections and possess nationally coordinated equipment policies. The other States are on the point of finalising the provision of such facilities.

In Switzerland, because it is a federal State, responsibility for organisation of the courts, including IT-related aspects, lies with the cantons. Consequently, national coordination is ruled out by constitutional law, but this does not necessarily affect the level of IT development in courts.

Although there is no standard legal or technical definition of data transmission speeds for the Internet, as these are shifting concepts that vary from one State to the next, taking an average speed based on a common scale adopted by all the States in order to report on this point, shows that 43 States have an above-average connection speed of 128 kilobits per second and nine even report a very high speed, that is, over 20 megabits per second.

b) IT, first and foremost, provides material assistance to judges, prosecutors and court staff.

➤ This support arises firstly from the development of office automation tools for tasks such as word processing, spreadsheets (Microsoft Office, OpenOffice, LibreOffice, etc.) and e-mail. Over and above the widespread use of these tools in every State, some countries have introduced more advanced methods of sharing the documents produced, ranging for example from the simple sharing of files and documents on local or national file servers to document-sharing and/or versioning systems (file managers, cloud computing, etc.). Over half the States have at least one office automation tool of this nature already fully developed in the courts and the other are on the point of reaching this stage. To take an example, Albania does not yet have a system for electronic filing of documents with court registers but seems able to offer access to registers connected to the government server, thereby allowing interested parties to consult other users' files in their court register. Only Romania does not yet have such tools or is only at the design stage. As for Serbia, it is still at the pilot stage and such tools have not yet been deployed.

These various facilities – office software and equipment – are serviced in most countries by dedicated maintenance staff, apart from in Cyprus, Greece, Montenegro and Romania.

While almost forty States have such servicing, it is not delivered in the same way for all. Some States have outsourced it, as in the case of Finland, Ireland, UK-England and Wales and UK-Northern Ireland. For a larger group of States, by contrast, maintenance is in-house and provided by specialist staff, as, for example, in Lithuania, Netherlands and Sweden. Most States have a combination of both systems. In the Republic of Moldova, for instance, each court has its own in-house network administrator for technical problems relating to workstations while the Department of Judicial Administration makes available centralised network and infrastructure maintenance services (for the dedicated information system, security, websites, audio equipment, etc.) on an annual basis. The information system is maintained by the Special Telecommunications Centre in coordination with the Judicial Council and the Ministry of Justice. In the specific case of Switzerland, majority of replies from nine cantons and the Confederation shows a combination of both types of maintenance. In only two cantons is IT exclusively in-house, while in five others it is fully outsourced.

➤ Drafting assistance tools provides further support for court professionals. Their content is coordinated at the national level and includes models and templates produced by national working parties of practitioners for example, rather than by isolated individual or local initiatives, as may occur when judges develop standard paragraphs in a word-processing programme for their own requirements.

In this way the courts are amply equipped with judgment templates. Two thirds of countries have this type of tool, although the level of provision varies considerably, since some of these States are still at the pilot stage while others are much more advanced.

This is the case for Estonia, Lithuania, Romania, Slovenia, Sweden and Turkey, which all have a 100 % equipment rate and have fully deployed these tools already, not only in civil and commercial law but also for criminal and administrative cases.

Other States, although sometimes still in the roll-out – or even early pilot – phase, seem to be progressing equally in each branch of law even if at different stages. This is the case for Azerbaijan, Czech Republic, Germany, Hungary, Malta, Montenegro, Netherlands and Spain.

Conversely, where deployment of these tools differs according to the branch of law, it seems there is some consensus regarding civil law, since this is the branch with the highest level of equipment.

Similarly, States that do have drafting assistance tools, even if not yet fully available, use them for criminal cases as well. France alone is an outlier: despite its 100 % equipment level for both civil²¹ and administrative law, it does not use these tools for criminal cases.

Note should again be taken of the specific case of Switzerland, which has no such tools at the national level because of its particular structure but has provided them for its cantonal courts, the Confederation's courts of first instance and the Federal Supreme Court.

Voice dictation software, on the other hand, is not yet fully available. 16 States have no such tools, and for those that do, it is obvious that they are not widely used. Of the States so equipped, 5 are using these tools on a pilot basis. Of the States that have started to introduce them, Ireland, for example, has explained that voice dictation software is provided as a matter of course to judges of the High Court, the Court of Appeal and Supreme Court, the jurisdictions which are the primary source of reserved judgments. Voice recognition software is also available to judges of all jurisdictions on request. The relatively low incidence of use of voice recognition software may stem from a number of factors, viz.: user perceptions of the reliability of voice recognition software or lack of familiarity with such software, a preference for more traditional methods such as a secretary transcribing from an audio tape or file, or different working practices of judges in different countries.

c) IT also provides intellectual assistance to judges, prosecutors and court staff.

➤ Most States have databases (for case-law, legislation and criminal records).

All countries have case-law databases apart from Denmark, Russian Federation, Serbia, England and Wales (UK) and Scotland (UK).

Table 2.3 Centralised databases for decision support (Q62.4)

	Existence of a centralised national case law database	All matters		Civil or commercial matters		Criminal matters		Administrative matters		Other matters	
		Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw
Yes	89%		31%		0%		0%		0%		0%
No	11%		69%		100%		100%		100%		100%
100%		58%		80%		80%		80%		20%	
50-99%		28%		0%		0%		20%		0%	
10-49%		3%		0%		0%		0%		0%	
1-9%		0%		20%		20%		0%		0%	
0% (NAP)		13%		0%		0%		0%		60%	
NA		0%		0%		0%		0%		20%	

Complete data per State are available in Annex 1.

Of the States so equipped, 36 use a single centralised database for all branches of law. Case-law databases seem generally to be fully available and used, with just ten States reporting a lower equipment rate of 50-99 %.

Only 5 States use different databases for different branches of law: they are Belgium, France, Greece, Italy and Slovakia. Although these States have not all given the names of the databases used, the distinction between ordinary courts and administrative courts seems to be the reason for this lack of a combined database. For ordinary courts, France also differentiates according to level, since there is one database for appeal court decisions in civil/commercial cases (JuriCA) and another for Court of Cassation decisions (JuriNET), covering not only civil/commercial but also criminal cases. The court equipment rate in these five countries is also excellent (100 %), with the exception of Greece, which is still at the pilot stage for civil, commercial and criminal cases, although somewhat more advanced for administrative cases, for which the database is now being brought into service.

Moreover, national case-law databases may sometimes provide hyperlink access to the case-law of the European Court of Human Rights (ECtHR) if one of the court's decisions is cited. Not all databases have this option. Of States with a single centralised database for all branches of law, only about one third have such

²¹ France specifies that national drafting assistance tool in civil matters concerns only family matters (installable add-on in LibreOffice word processing software called "OARM – outil d'aide à la rédaction des magistrats")

access. They are Armenia, Estonia, Germany, Latvia, Luxembourg, Norway, Republic of Moldova, Slovenia, Switzerland, “the former Yugoslav Republic of Macedonia” and Turkey. The 5 States with separate national case-law databases for different branches of law do not have the option of linking directly to ECtHR case-law.

The situation is similar for centralised legislative databases. Almost all States have such databases, with just a few exceptions (Albania, Bosnia and Herzegovina, Greece and Romania). In general, the courts have full access to them, with just Croatia, Georgia, Germany, Monaco and Russian Federation reporting equipment rates of 50-99 %. Northern Ireland (UK) is the only country in the 10-49 % bracket.

It should be noted that there is no automatic correlation between access to a legislative database and access to a case-law database. While some countries have both, over half the responding States have only a centralised legislative database.

A central computerised criminal history system also exists in most States (36), the exceptions being Albania, Cyprus, Czech Republic, Georgia, Ireland, Latvia, Montenegro, Romania, Serbia and Slovakia.

Table 2.4 Centralised records of criminal cases (Q62.6)

	Existence of a centralised record of criminal cases	Linkage with other European criminal record	Content available to judges / prosecutors by computerised means	Content available for other purposes than criminal cases (civil, commercial or administrative cases)
Yes	78%	39%	61%	33%
No	22%	61%	39%	67%

Complete data per State are available in Annex 1.

In addition, this computerised criminal history system is sometimes connected with other European records of a similar nature²². Subject to a possible for in-depth analysis in a future evaluation cycle, it appears that this interconnection exists only in a third of States.

It should be noted that 9 States or entities (Azerbaijan, Denmark, Iceland, Malta, Netherlands, Norway, Republic of Moldova, “the former Yugoslav Republic of Macedonia” and UK-Scotland) only have the possibility of recording criminal cases.

The various criminal history systems provide a number of other services. They may, for example, be directly available to judges and/or prosecutors electronically. Almost two thirds of States have this option. Their content may also be directly available for purposes other than criminal reference, that is, for reference in civil and administrative cases. However, only a third of central computerised criminal history systems can be consulted for these other purposes.

Only 6 States have all options, namely Armenia, Austria, Estonia, Germany, Greece and Poland.

There are important differences regarding the authority granting system access to judges and/or prosecutors. This is generally the role of a ministry or a ministry department, but in some States it is the Ministry of the Interior (as in Austria, Azerbaijan and the Republic of Moldova) and in others the Ministry of Justice (Croatia, France, Italy, Slovenia and Spain, for example). Spain has provided significant details concerning the bodies involved in modernising the administration of justice and providing material resources to the courts, since the division of responsibilities in this field is directly linked with the country's local-government structure. This is a decentralised structure divided into autonomous regions enjoying broad legislative and executive powers, as well as their own legislative assemblies and councils of government. The division of powers may differ between regions, depending on their statutes of autonomy. Central government is gradually transferring powers relating to the administration of justice, and suitable funding, to

²² The computerised system ECRIS (“European Information System on Criminal Records”) works since April 2012 and organises the sharing of information among member countries of the European Union. This system is based on the Framework Decision 2009/315/JHA of 26 February 2009 on the organisation and content of exchange of information extracted from criminal records between Member states, and Council Decision 2009/316/JHA of 6 April 2009 on the establishment of the European information system on criminal records (ECRIS) in application of Article 11 of framework decision 2009/315/JHA. This system follows a pilot project “Network of Judicial Registers” which has involved 11 Member states of the European Union.

the autonomous regions, other than for matters concerning the national judiciary (judges, prosecutors and court clerks). This means that the regions that have powers in the field of justice are responsible for the court modernisation process and the provision of IT. However, central government still has judicial powers in autonomous regions to which such powers have not been devolved. This means that the situation regarding IT provision is not the same throughout the country and explains why the Ministry of Justice is the authority responsible for granting access to the central computerised criminal history system for judges, prosecutors and court staff.

“The former Yugoslav Republic of Macedonia” also presents a special situation, since all the criminal records of the Ministry of the Interior were transferred to the courts in 2014. These records are based on the offender’s place of birth rather than the place where the offence was committed. In every court there is an official specifically responsible for granting access to criminal records.

This role may also be played by members of prosecution services such as public prosecutors or chief clerks under the supervision of the Public Prosecutor’s Office. The prosecutor has this responsibility in Denmark, the Public Prosecutor’s Office in Luxembourg and a chief clerk under the supervision of members of the Public Prosecutor’s Office in Monaco. It should be noted that in **“the former Yugoslav Republic of Macedonia”** certain individuals, whose functions were not specified, are authorised for this purpose by the courts. Last but not least, some States entrust this task to members of the police, as in UK-Scotland.

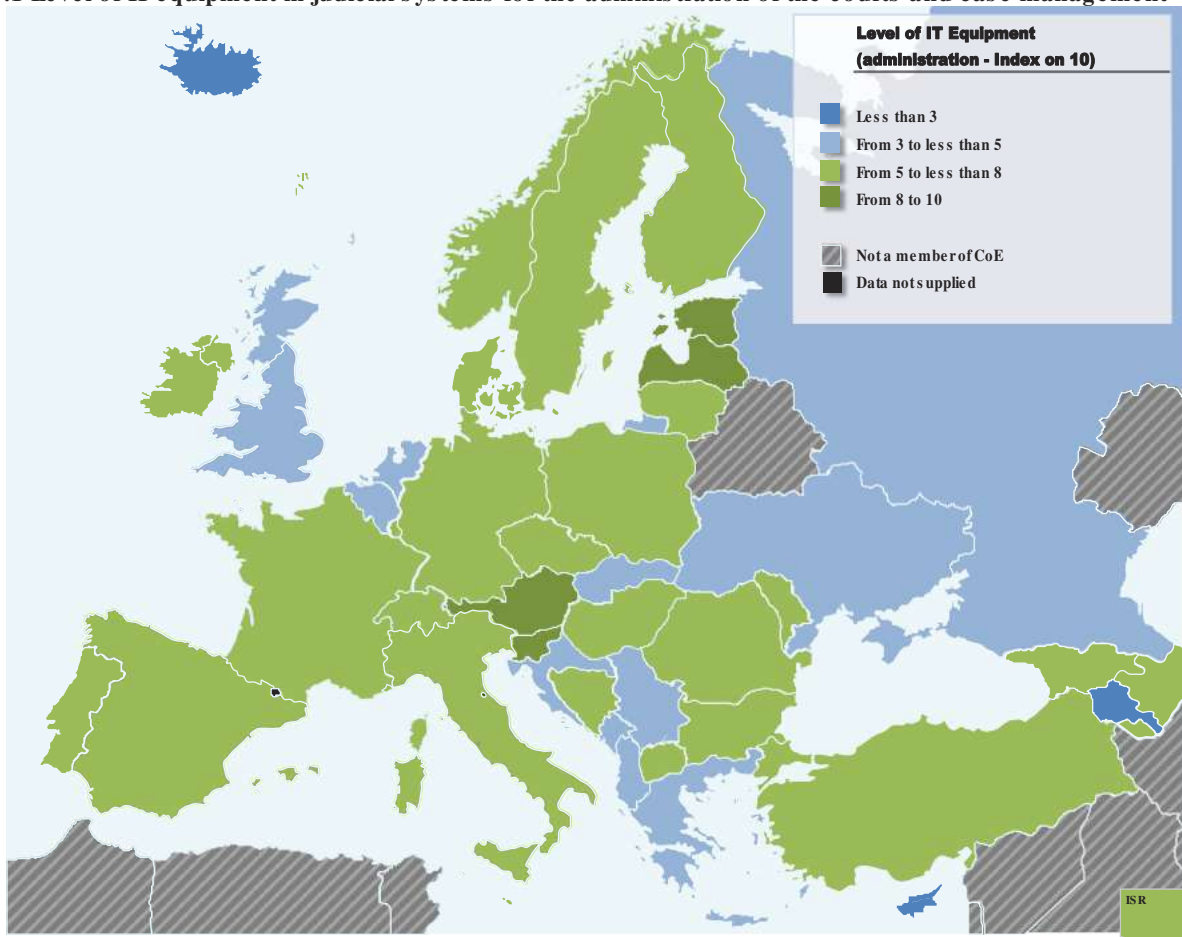
➤ In addition to database access, most courts provide information through an intranet. 27 States have fully equipped their courts with these systems, which are used to convey local and national news.

Availability of e-learning, on the other hand, is much less uniform. One might expect to find a logical connection between provision of a court intranet and provision of e-learning for professionals working in the courts. However, some countries seem to have provided online training resources without necessarily using court intranets. This is the case for Azerbaijan, Bulgaria, Cyprus and **“the former Yugoslav Republic of Macedonia”**. In Bulgaria, for example, it is the National Institute of Justice that organises distance training for judges, prosecutors and / or court staff.

1.2.1.2 Administration of the courts and case management

The administration of the courts has been defined as “the way in which a court is organised so that judicial decisions can be delivered”.²³ Case management refers to the court’s role in management of proceedings. This raises issues relating to the course of proceedings and the functioning and efficiency of the judicial system.

Map 3.1 Level of IT equipment in judicial systems for the administration of the courts and case management



(Q63)

Table 3.2 Administration of the courts and case management (Q63)

	Efficiency of the judicial system					Budgetary and financial management	Other tools		
	Electronic Case Management	Computerised registries			Statistical tools		Business intelligence	Workload monitoring	Videoconferencing
		Land registries	Business registries	Other					
Yes	98%				87%	51%			
No	2%				13%	49%			
100%		21%	32%	17%		68%	45%	34%	
50-99%		6%	11%	6%		15%	15%	17%	
10-49%		2%	0%	0%		2%	9%	23%	
1-9%		0%	0%	0%		2%	6%	13%	
0% (NAP)		62%	47%	66%		13%	17%	13%	
NA		9%	11%	11%		0%	9%	0%	

Complete data per State are available in Annex 1.

²³ CEPEJ Studies No. 4, “L’administration de la justice et la qualité des décisions de justice” (“Administration of justice and quality of court decisions”), in CEPEJ, “La qualité des décisions de justice” (“The quality of court decisions”), (Hélène PAULIAT, edited by Pascal MBONGO - French only).

a) IT offers solutions for case management.

➤ Firstly, there are electronic case management systems: software, ERP systems²⁴ and workflows used by the courts to record and manage their cases.

Table 3.3 Electronic Case Management Systems (Q63.1)

	Existence of electronic case management system(s)	All matters		
		Equipment Rate	Centralised or interoperable database	Early Warning Signals
Yes	98%		66%	60%
No	2%		34%	40%
100%		58%		
50-99%		13%		
10-49%		0%		
1-9%		0%		
0% (NAP)		22%		
NA		7%		

	Civil or commercial matters			Criminal matters		
	Equipment Rate	Centralised or interoperable database	Early Warning Signals	Equipment Rate	Centralised or interoperable database	Early Warning Signals
Yes		30%	30%		40%	30%
No		70%	70%		60%	70%
100%	90%			80%		
50-99%	10%			20%		
10-49%	0%			0%		
1-9%	0%			0%		
0% (NAP)	0%			0%		
NA	0%			0%		

	Administrative matters			Other matters		
	Equipment Rate	Centralised or interoperable database	Early Warning Signals	Equipment Rate	Centralised or interoperable database	Early Warning Signals
Yes		50%	30%		40%	20%
No		50%	70%		60%	80%
100%	70%			20%		
50-99%	20%			20%		
10-49%	0%			0%		
1-9%	0%			0%		
0% (NAP)	0%			50%		
NA	10%			10%		

Complete data per State are available in Annex 1.

All the States or entities replying to this question Stated that they had such a system, with the sole exception of Cyprus.

Over two thirds of these States or entities use a single database for all branches of law (civil/commercial, criminal and administrative). Of these, 26 are fully equipped (100 %), while 6 have an equipment rate of 50-99 %.

Only 10 States or entities have separate databases depending on the type of case. They are Belgium, France, Italy, Poland, Portugal, Serbia, Slovakia, Spain, UK-England and Wales and UK-Scotland. Every branch of law seems to show fairly extensive use of databases. Civil and/or commercial law is best provided for, with 9 out of 10 of the States reporting a 100 % equipment rate, against only 50-99 % for

²⁴ ERP (Enterprise Resource Planning) software suites are built to collect and organise data from various levels of an organisation to provide management with insight into key performance indicators (KPIs) in real time.

England and Wales (UK). The equipment rate for administrative law seems to be somewhat lower, with 7 States or entities out of the 10 indicating 100 %. In addition to these three branches, other fields are also covered by case management systems in Portugal, Slovakia, Slovenia and UK-England and Wales. However, these States or entities have provided no further details.

These management systems may also have early warning devices, allowing proactive case management. Such warnings may relate to (current or future) deadlines in order to prevent an accumulation of cases or the overrunning of predefined limits (for example, detection of cases lasting more than one/several years).

However, not all States have these devices. Over two thirds of those with databases for all branches of law do not, amounting to 22 States or entities. Such devices are even less frequent in States with separate databases for different branches of law. Only France and Slovenia have early warning devices for every branch. Italy has them for civil and/or commercial but not administrative cases. As for the seven other countries, these devices are at best used in one branch of law (as in Serbia, for administrative cases) but sometimes in none at all (as in Poland, Portugal, Slovakia, UK-England and Wales and UK-Scotland). Despite its negative answer in the questionnaire, Belgium specifies that this kind of warning system exists, but they are not implemented in all software.

➤ Secondly, some registers have been computerised and may also be managed by the courts.

This is the case for the land register, which shows each owner's property rights and the liens and encumbrances attaching to them.

It is also the case for the trade register, which registers and publishes certain legal information about larger business concerns for interested third parties. It is therefore an official source of economic information about businesses that is available to everybody.

These registers are usually computerised and are managed by the courts in certain States. However, the courts do not always have this role. In the case of the land register, there are 28 States or entities whose computerised registers are not managed by the courts, unlike Austria, Bosnia and Herzegovina, Croatia, Denmark, Estonia, Finland, France, Germany, Iceland, Latvia, Poland, Slovenia, Turkey and UK-Northern Ireland. Management of a computerised trade register by the courts seems to be rather more common, although it occurs in less than half of the countries or entities replying to this question. It is the case in Spain, for example, where the insolvency register is managed both by the commercial courts, which provide relevant information on the various stages of insolvency proceedings not only for businesses but also for individuals, and by the Trade Registry, which is a separate entity entirely independent of the courts. In this case, management is not entrusted exclusively to the courts.

These computerised registers may also be available online, meaning that professionals and other users can, at the very least, access their contents or obtain copies of entries through an internet service. If the only information provided is a description of how the register works or how it can be accessed by applying to the court, the register cannot be considered to be available online.

Taking these criteria, when a State has a computerised register it is frequently also available online. Only 2 States out of 14 (Bosnia and Herzegovina and Poland) do not have an online service for their land registers, and 3 States or entities out of 20 for their computerised trade register (Armenia, Poland and UK-Northern Ireland).

➤ Use of other tools such as videoconferencing between courts also facilitates court management.

This is simply the use of audiovisual devices for court management and administration, such as to hold training meetings or coordination meetings for geographically distant entities. Most States have this option, the exceptions being Albania, Armenia, Cyprus, Iceland, Republic of Moldova and Serbia. The States that do have videoconferencing usually have a high level of provision (100 % for 16 States and over 50 % for 8 others), thus indicating extensive use of this particular technology.

➤ **Budgetary and financial monitoring is also facilitated with IT tools.**

Two types of management are concerned. Firstly there is budgetary and financial court management, which consists in using IT tools to provide court managers with information on the budget and on the monitoring of expenditure (operating, payroll, building management, etc.). Secondly, there is court costs management. Here, IT tools are used to provide court managers with information on court costs alone, that is, the full costs of court proceedings, together with other case-related services, paid by the parties in the course of those proceedings (taxes, legal assistance, legal representation, travel costs, etc.).

Over half the States or entities have computerised systems for the first type of management, usually with an equipment rate of 100 % or thereabouts. Only courts in Armenia, Cyprus, Malta, Spain and Ukraine are not so equipped. In Spain, the courts do not manage financial and budgetary matters, since all services (staff and material resources) are provided by outside administrative units attached to the autonomous communities or the Ministry of Justice. This also explains why Spain is one of the few countries in which computerised registers are not exclusively managed by the courts.

There is greater divergence for court costs management. Indeed, 18 States or entities do not have computerised systems for this purpose, while 21 have an equipment rate of 100 %.

It should be noted, however, that the level of provision seems to vary depending on the branch of law. The question asked did not require any distinctions in this respect, but some States provided such details. This is the case for France, which, although it has a 100 % equipment rate for both court costs management and budgetary and financial management, notes that these computerised systems are much less widespread in administrative courts, where the equipment rate is between 1 and 9 %.

Budgetary and financial monitoring is sometimes improved by communication with other systems in the ministry (particularly financial ones). The questionnaire was therefore designed to ascertain whether IT was used – mainly between the courts and the ministry with responsibility for finance – to facilitate monitoring of expenditure. There is communication between the courts' budgetary and financial management systems and other systems in 16 States or entities; 13 have communication with other systems for court costs management.

b) In addition to the tools already available for administration of the courts and case management, IT can be used for the purpose of measuring not only court activity but also the workload of judges, prosecutors and/or court clerks.

➤ **Statistical tools are employed to measure court activity. These tools – which may or may not be directly linked to the previously mentioned case management system – can be used to count the number of incoming cases, cases handled and cases pending.**

Use of IT for this purpose seems to be widespread, since a very large majority of States or entities report it. 38 States or entities are concerned, excluding Armenia, Cyprus, Iceland, Serbia, Slovakia and UK-Scotland. Of the latter countries, a few have provided a few details of their provision. This is the case for Serbia, which does not seem to have any computerised statistical tools at present, apart from Excel. Data are input manually from reports generated by a court's case management system. However, this situation might change in the coming years, since the Serbian Ministry of Justice plans to introduce a performance management system in connection with (EU) IPA 2017 projects, with special attention to reporting requirements for the CEPEJ and other statistical reports. Similarly, in Slovakia most data are still collected manually, although some are gathered electronically, but there is no direct link to the case management system. An overview of court activity is thus available only from the statistics department of the Ministry of Justice based on Excel-format reports from the courts. Here again, a new system could soon be brought into service, since in a letter dated 18 November 2015, Slovakia reports that the implementation stage of a new (SAP) complex IT system has begun.

In the States or entities with these statistical tools, most use the same tool for all branches of law, with only 5 employing different tools according to the nature of the case, namely Croatia, France, Greece, Italy and UK-England and Wales.

Where the same tool is used, courts seem to be very well equipped, since 25 States or entities have a 100 % equipment rate and 9 a 50-99 % rate, with only Azerbaijan still at the pilot stage, with a 1-9 % rate. By way of example, in Germany statistics are kept by all courts, using a standard template for the whole country, covering actions brought, actions handled and actions pending.

The 5 States or entities using different tools according to the branch of law all have tools, either fully available or about to be so, for measuring court activity in civil and criminal cases. By contrast, statistics for administrative cases are not collected in all States, since Croatia and UK-England and Wales do not use them, although these 2 States or entities seem to have developed statistical tools to measure the activity of their courts in other branches of law. UK-England and Wales have a web-based data collection tool (OPT - One Performance Truth) that produces a range of statistics on caseloads, workloads and court throughput using information from the criminal, family and civil courts.

It should be noted that although these States or entities distinguish between the branches of law in which statistics are collected, the IT system used often has the same name.

Availability of statistical tools does not seem to be linked to a State's ability to consolidate and exploit – or not – its statistical data at the national level. Thus in Belgium general provision of statistical tools for courts is not followed by national consolidation. This means that it is hard for the country to produce an overall evaluation of court activity (and it is unable to report case data – except data on administrative cases as of this year – to the CEPEJ).

➤ Other tools can also be used to measure the workload of judges, prosecutors and/or court clerks.

Table 3.4 Measurement tools to assess the workload of judges, prosecutors and/or court clerks (Q63.7)

	Equipment Rate	Data used for monitoring at national level	Data used for monitoring at local level
Yes		66%	61%
No		34%	39%
100 %	43%		
50-99%	15%		
10-49%	9%		
1-9%	7%		
0% (NAP)	17%		
NA	9%		

Complete data per State are available in Annex 1.

Of the 34 States or entities using these other tools, 20 have equipment rates of 100 %. Only 8 States or entities (Armenia, Cyprus, Iceland, Ireland, Romania, Slovakia, Sweden and UK-England and Wales) are not provided with this type of technology, to which may be added Albania, Montenegro, Russian Federation and UK-Scotland, for which data are not available.

Some States or entities have specified how they make their measurements. France uses an application called "Staff post distribution and management tool" ("Outil de Gestion et de Répartition des Emplois de Fonctionnaires" (OUTILGREF)) – to measure the workload of court clerks and assess the needs of the court. Measurements are made using indicators to assess the flow of incoming cases registered by a court over a year and which are calculated to take a set time covering all steps in the proceedings. These assessments are used as a guide each year when assigning clerk posts to court registries. A similar approach is used for producing impact studies for bills and regulations affecting the workload of court registries.

Luxembourg employs workload-measuring tools solely for statistical purposes rather than to monitor judges and prosecutors.

Central government and devolved departments use the same analytical framework for court activity.

Data collected with these tools can be used for both local and national monitoring. 13 States or entities use them solely at the local level and 7 solely at the national level. 14 States or entities employ them for both: Azerbaijan, Bosnia and Herzegovina, Czech Republic, Denmark, Estonia, France, Hungary, Italy, Luxembourg, Malta, Norway, Republic of Moldova, Slovenia and Spain.

c) The benefit of these computerised tools for the administration of the courts and case management is heightened by the fact that a large number of data and results are consolidated at national level.

Case management systems, which exist in almost all the States, are sometimes connected to centralised or interoperable databases. 28 States or entities have such databases in at least one branch of law, which means that cases are stored in a nationally consolidated database (or interoperable databases) for all courts. In the other countries, which have no centralisation, data may be kept in servers specific to each court, without any possibility of consolidation.

As regards consolidation of data collected by statistical tools for measuring court activity, of the 33 States or entities using a single statistical tool for all branches of law, 27 consolidate such data at the national level. This tendency is even more pronounced in the 5 States using different tools according to the branch of law, since it seems that the data here are almost systematically consolidated at the national level. The same holds true for budgetary and financial monitoring, whether for budgetary and financial court management or for court costs management.

It is also the case for information from computerised registers managed by the courts, although data consolidation seems somewhat less systematic here. Only half the States concerned (9 out of 18) report national consolidation of data from the land register, and two thirds (16 out of 24) data from the trade register.

d) In the light of the quantitative assessments and observations made, IT also has a more forward-looking role in improving the efficiency of the judicial system.

➤ Business intelligence tools have been developed from the statistical tools.

Business intelligence (BI) refers to the tools, methods and resources used to collect, consolidate, model and report an organisation's data to give the head of that organisation an overview of activity as a decision-making aid. The questionnaire's intention was specifically to ascertain whether the statistical data collected were used, analysed and reported to local decision-makers (heads of courts, heads of registries) to assist them in the management of court activity.

Business intelligence tools are used by half the States or entities.

The court activity data collected are used to prepare human and budgetary resource allocation plans. However, measurement of the resources allocated and methods of calculating them vary considerably from one country to another.

For example, with knowledge of the number of incoming cases in each court the number of judges needed can be calculated and adjusted on the basis of the average number of cases handled by each judge. This is what happens in the Czech Republic.

In the same vein, France calculates average efficiency ratios for judges, prosecutors and court staff on the basis of cases completed in the various branches of law. These ratios, when applied to the number of incoming cases, provide projections and help estimate the allocation of human and budgetary resources needed to cover the needs of the ordinary courts. For administrative courts, the number of cases heard is related to the number of cases registered, and average case-processing times are also calculated.

In Sweden financial resources are allocated on the basis of the average number of incoming cases over the past two years.

Monaco reports that these tools "make it possible, through multiple-entry tables, to assess judges' workloads in order to ensure an even distribution of cases. Qualitative ratings (case complexity) can be added to refine the estimate, which is especially important for the volumes characteristic of a city-State such as Monaco. The same system is used for court experts and receivers in bankruptcy, and these tools are used to determine

appointments. The information is useful and can be used to support and document requests for the establishment or reorganisation of posts”.

As regards budgeting, it should be noted that some States sometimes impose specific budget planning methods. This is the case in the Republic of Moldova, which has performance-based budget allocation for its courts, with a ceiling on individual court spending. This ceiling is calculated by taking the performance indicator for the “number of cases handled” and applying the following mathematical formula: $B = K + (\text{CivCC} \times \text{NCivC}) + (\text{SCC} \times \text{NSC}) + (\text{CrimCC} \times \text{NCrimC})$, where the budget (B) is equal to a fixed amount allocated to all courts irrespective of the number of cases handled (K), to which is added the cost of a civil case (CivCC) multiplied by the number of civil cases handled (NCivC), together with the cost of a summary case (SCC) multiplied by the number of summary cases handled (NSC), as well as the cost of a criminal case (CrimCC) multiplied by the number of criminal cases handled (NCrimC). When planning court staffing, the Judicial Council considers the current situation in the courts, together with statistical information on judges’ individual workloads over the past three years.

It would seem that the costs covered are not so restricted in the Russian Federation, where budgetary allocations in some fields are adjusted according to a number of factors not solely dependent on aspects relating to the work of judges or prosecutors but also including expenses for their family members, pensions, homes and, to a certain extent, their court holidays.

Common goals in using these tools have been highlighted by some States. Germany emphasises the importance of transparency, for example, and a fair distribution of cases across courts.

Lastly, it should be noted that States do not take account of these statistics, or compile them, with the same frequency. A number of States produce annual reports that do take account of them. Luxembourg draws up an annual report, which may also contain requests for additional staff or facilities, specific answers to management questions, measurements of judicial time and measurements of court workloads (rather than judges’ workloads). Human and budgetary resources and their possible redistribution are assessed annually in Slovenia as well as in Finland, where the Ministry of Justice uses the courts’ statistical data every autumn when deciding on the resources to be allocated to the courts for the coming year. Conversely, some States use these statistics more frequently. Hungary compiles statistics for the judicial system quarterly, half-yearly and at year’s end and these are published on the courts’ central website every six months.

1.2.1.3 Communication between courts, professionals and/or court users

Map 4.1 Level of IT equipment in judicial systems for the communication between the courts, the professionals and/or the users (Q64)

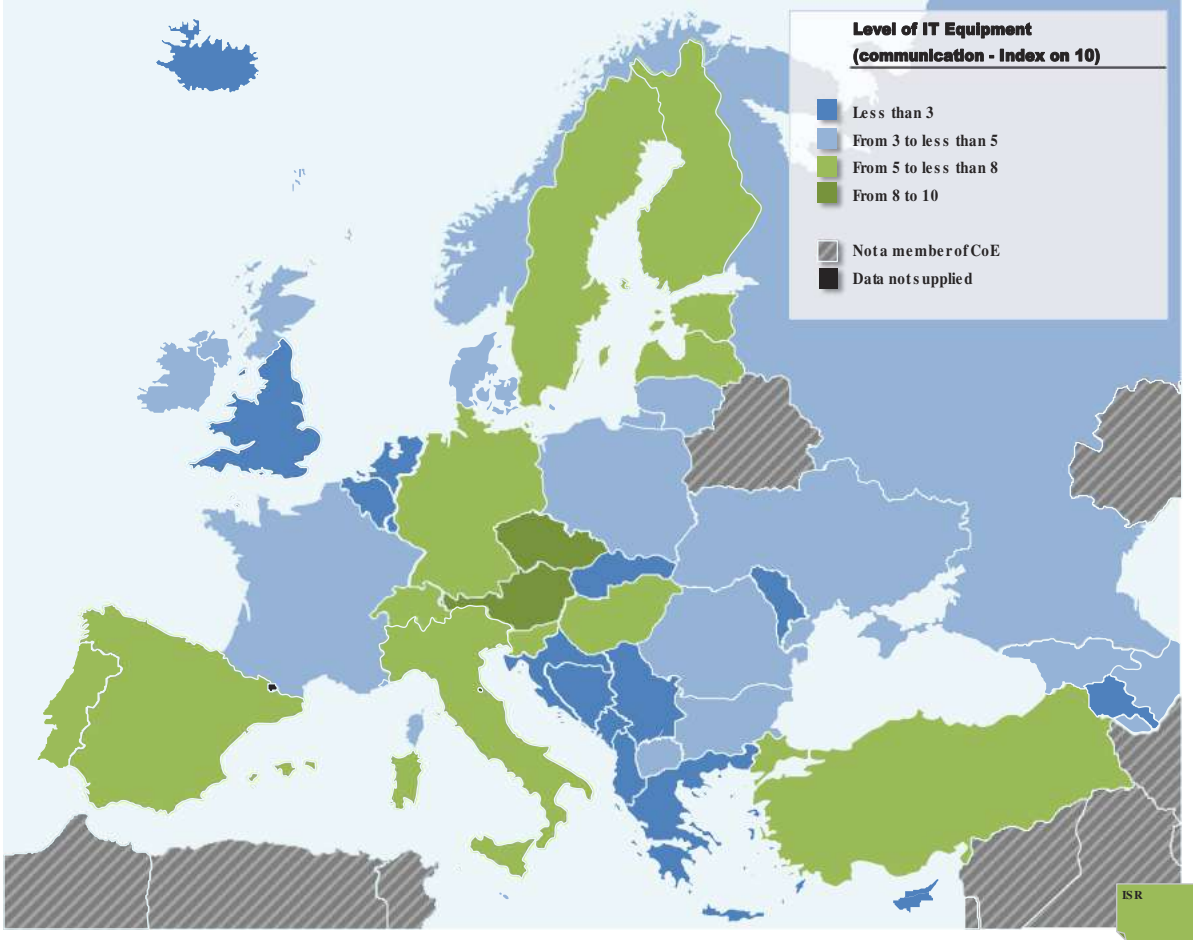


Table 4.2 Communication between courts, professionals and/or court users (Q64)

Tools to improve the improve the quality of the service provided to court users						
Website gathering national information		Online services				
	At national level	At local level	Submit a case to the court	Granting legal aid	e-Summoning	Monitor online the stages of a proceeding
Yes	93%	71%	74%	26%	59%	67%
No	7%	29%	26%	74%	41%	33%
100%		56%				
50-99%		11%				
10-49%		4%				
1-9%		0%				
0% (NAP)		0%				
NA		0%				

Tools for improving the relationship quality between courts and professionals						
Communication between courts and lawyers	Communication with other professionals				Electronic signature	Online processing of specialised litigation
	Enforcement agents	Notaries	Experts	Judicial police services		
Yes	74%				46%	37%
No	26%				54%	63%
100%		15%	17%	17%	11%	
50-99%		11%	4%	7%	4%	
10-49%		4%	4%	0%	4%	
1-9%		0%	0%	2%	0%	
0% (NAP)		65%	65%	70%	74%	
NA		4%	9%	4%	7%	

Tools in the framework of judicial proceedings				
Videokonference	Recording of hearings or debates	In criminal matters, used of video surveillance recordings as pieces of evidence		
		Possibility to broadcast video recordings at a hearing	Legal framework	
Yes	85%	87%	83%	80%
No	15%	13%	17%	20%

Complete data per State are available in Annex 1.

- a) **IT can improve communication with court users by providing them with direct access to certain types of information without the need for a professional.**

➤ **Firstly, there are general-interest information websites for users. They may describe the courts' work or provide a judicial map showing the distribution of courts across the country.**

Such websites may contain information for the whole country or information specific to each court. All States, with the exceptions of Germany, Georgia and Switzerland, have a national information site. Cyprus did not reply to this question.

32 States or entities also have specific websites for each court, and 25 of them have a 100 % equipment rate for these local websites. 5 States have a 50-99 % level of equipment (Albania,

Belgium, Croatia, Georgia and Iceland), while in Greece and Spain the rate is 10-49 %. 13 States so far have no provision at the local level.

➤ There have also been a number of pilot schemes offering court users the option of bringing legal proceedings on their own.

It allows them to initiate proceedings by bringing a case to court electronically.

The idea, in practice, is to allow court users to start a case by sending an e-mail (this is what happens in the Czech Republic, Finland, Latvia and Serbia, for example) and/or using a form on a website (as in Ireland, Lithuania and Switzerland).

34 out of the 46 States or entities offer this option to the court users.

Where it exists, it can be provided in various ways.

19 States or entities have a one-stop shop for all branches of law. Of these countries, just over half have made it fully available for all their courts.

Conversely, 15 other States allow court users to bring a case directly only in certain branches, with specific portals for civil, criminal, administrative or other cases. Few States have equipped their courts for each of these branches. Only Portugal has a 100 % court equipment rate in this respect. Georgia and Switzerland are either in the course of, or on the point of introducing these systems for civil, criminal or administrative cases. Italy, although offering its court users the option of bringing cases to court electronically in each of these branches, reports equipment levels showing that the option is fully available for civil cases but still at the pilot stage for administrative cases.

Taking the branches of law separately, 15 States, with the sole exception of Ukraine, have equipped their courts for civil cases or are in the process of doing so through pilot schemes. By contrast, half of these States do not provide this option for criminal and/or administrative cases.

Low-income court users can also apply for legal aid to have the State cover some or all of their court costs and fees (lawyers, bailiffs, experts, etc.). This application can be made online in a quarter of States: Austria, Estonia, Finland, Germany, Hungary, Latvia, Norway, Spain,²⁵ Sweden, Switzerland, Turkey and Ukraine. Court users do not have this option in three quarters of Member states.

Of the States that already make such provision, only 5 have a 100 % equipment rate, namely Austria, Finland, Sweden, Turkey and Ukraine.

²⁵ Spain was awarded the CEPEJ "Crystal Scales of Justice" prize in 2014 for its "RedAbogacia" application to support a single entry point for legal aid requests.

Once proceedings have begun, IT can be used to notify summons for hearings and pre-hearing appointments electronically. Pre-hearing appointments relate to the stage prior to the court hearing proper – with a view to mediation or conciliation, for example.

Table 4.3 Possibility to transmit summons by electronic means (Q64.4)

Possibility to transmit summons by electronic means	All matters								
	Equipment Rate	Paper forms mandatory	Consent of user needed	Terms and conditions				Specific legal framework	
				SMS	E-Mail	Specific application	Other		
Yes	59%	24%	65%	29%	59%	65%	18%	65%	
No	41%	76%	35%	71%	41%	35%	82%	35%	
100%	19%								
50-99%	11%								
10-49%	15%								
1-9%	11%								
0% (NAP)	37%								
NA	7%								

	Civil or commercial matters					Criminal matters										
	Equipment Rate	Paper forms mandatory	Consent of user needed	Terms and conditions			Specific legal framework	Equipment Rate	Paper forms mandatory	Consent of user needed	Terms and conditions			Specific legal framework		
				SMS	E-Mail	Specific application					Other	SMS	E-Mail		Specific application	Other
Yes		22%	44%	11%	67%	44%	33%	89%		25%	50%	25%	50%	75%	0%	75%
No		78%	56%	89%	33%	56%	67%	11%		75%	50%	75%	50%	25%	100%	25%
100%	50%								8%							
50-99%	25%								17%							
10-49%	0%								8%							
1-9%	0%								0%							
0% (NAP)	25%								67%							
NA	0%								0%							

	Administrative matters					Other matters										
	Equipment Rate	Paper forms mandatory	Consent of user needed	Terms and conditions			Specific legal framework	Equipment Rate	Paper forms mandatory	Consent of user needed	Terms and conditions			Specific legal framework		
				SMS	E-Mail	Specific application					Other	SMS	E-Mail		Specific application	Other
Yes		0%	50%	0%	50%	50%	33%	83%		25%	50%	0%	0%	25%	50%	75%
No		100%	50%	100%	50%	50%	67%	17%		75%	50%	100%	100%	75%	50%	25%
100%	33%								25%							
50-99%	0%								0%							
10-49%	8%								0%							
1-9%	0%								0%							
0% (NAP)	50%								67%							
NA	8%								8%							

Complete data per State are available in Annex 1.

Over half the States have this option: 17 for all branches of law and ten others for individual branches. The equipment rate for the former varies considerably, being 100 % for only 5 States (Austria, Czech Republic, Estonia, Finland and Sweden). For the 10 others, it seems that notification of court summons by this method is widespread in civil cases; 9 out of 10 States have introduced it fully or are on the point of doing so, with Ukraine again the exception. For criminal and administrative cases the disparities in the use of this technology are greater. Only Denmark, Italy, Switzerland, Ukraine and UK-Scotland have equipped their courts for criminal cases or are in the process of doing so, while Hungary, Lithuania and Portugal have also introduced this option fully for administrative cases. It should be noted that Hungary and Lithuania are the only ones to have a 100 % equipment rate for both civil and administrative law, as well as for “other matters”, which in Hungary covers employment law.

In practice, this new method of notification can take a number of forms: a text message (SMS) or e-mail to the court user, or else a special computer application for dedicated websites, which court users can access with a pre-notified user name and password and on which notices and summonses can be filed securely.

For all branches of law taken together, and therefore including States that do not distinguish between branches for this option, e-mail is the preferred method of communication, just ahead of creating a specific application. Thus in Lithuania, for example, summonses can be notified to parties through the portal www.e.teismas.lt. Similarly, in Sweden, to protect personal data during e-mail transfer, the courts have a secure server for storing messages rather than sending them over the internet. Here the recipient is sent a notification message giving access to the secure server.

Text messages (SMS) are not used for administrative cases, and only Slovenia uses them exclusively for civil and/or commercial cases and Ukraine for criminal cases. An interesting example of the use of this technology is provided by Turkey,²⁶ which is one of the countries to send summonses to hearings and pre-hearing appointments electronically in all branches of law. It has significantly developed such communication by using text messages. Following a cooperation agreement signed with GSM operators to set up this text messaging system for mobile phones, a software programme automatically sends lawyers and parties to the proceedings messages containing legal information on cases pending, such as hearing dates, recent developments, and steps taken by judicial agencies such as courts, the Public Prosecutor's Office, enforcement boards, etc.

Although text messages do not replace official notification, they do provide parties with information that can be used to take the necessary steps in time, with no delay, in order to avoid loss of their legal rights.

Lastly, it should be noted that a user's agreement is sometimes necessary for electronic notification. In that case, electronic summonses will be sent only with their express consent, if they accept that this method of communication is binding on them throughout the subsequent proceedings. Such consent is necessary in two thirds of States using this option for all branches of law and in roughly one State out of two for those using it in individual branches. Otherwise, the user's consent is optional or not asked for.

Note: it should be noted that France, which used to be among the States without the option of electronic notification of summonses to hearings or pre-hearing appointments, has now made this a legal option by Decree 2015-282 of 11 March 2015 on simplification of civil proceedings, electronic communication and alternative dispute resolution (ADR). This decree specifies that notices can be sent electronically by SMS, provided that the party concerned has given consent.

²⁶ In 2008 the CEPEJ gave a special mention to Turkey for its National Judiciary Informatics System (UYAP) in the “Crystal Scales of Justice” Prize.

➤ Once proceedings have begun, IT also allows a court user to track the various stages online, from the bringing of the case through to the deliberation, by consulting a website.

Table 4.4 Possibility to monitor stages of an online judicial proceeding (Q64.5)

	Possibility to monitor the stages of an online judicial proceeding	All matters				Civil or commercial matters				Criminal matters			
		Equipment Rate	Monitoring linked to Case Management System	Monitoring including the publication of a decision online	Paid Access	Equipment Rate	Monitoring linked to Case Management System	Monitoring including the publication of a decision online	Paid Access	Equipment Rate	Monitoring linked to Case Management System	Monitoring including the publication of a decision online	Paid Access
Yes	67%	85%	75%	10%	67%	56%	0%	0%	0%	0%	0%	0%	
No	33%	15%	25%	90%	33%	44%	100%	100%	100%	100%	100%	100%	
100%		27%			45%				0%				
50-99%		27%			27%				10%				
10-49%		10%			0%				0%				
1-9%		3%			9%				10%				
0% (NAP)		33%			18%				70%				
NA		0%			0%				10%				

	Administrative matters	Other matters					
		Equipment Rate	Monitoring linked to Case Management System	Monitoring including the publication of a decision online	Paid Access	Equipment Rate	Monitoring linked to Case Management System
Yes	57%	29%	0%	60%	40%	0%	
No	43%	71%	100%	40%	60%	100%	
100%	50%			10%			
50-99%	10%			30%			
10-49%	0%			0%			
1-9%	0%			0%			
0% (NAP)	30%			50%			
NA	10%			10%			

Complete data per State are available in Annex 1.

30 States or entities have this option, generally for all branches of law, although ten of them have it only for certain types of cases. It should be noted that of the States without such tracking, some explain their replies by the minimal number of courts offering comprehensive tracking of the various stages of proceedings (as in the case of Albania) and others, such as Switzerland, by the fact that the technology being used is not up to the standard of other countries since it only allows online tracking of proceedings through a PDF file containing all the evidence, sent on request.

The equipment rates for States with this option, whether in all branches of law or just some, show that in the majority it is already fully available or on the point of being so. Conversely, the situation in criminal law is a cause for concern. 7 States out of the 10 differentiating between the various branches of law do not have the online tracking option for criminal proceedings, although the Netherlands has equipped its courts on a pilot basis. Ultimately, only Croatia, with a 50-99 % equipment rate, offers court users the specific possibility of tracking the progress of criminal proceedings.

Such tracking systems may also be linked to case management systems used to facilitate the management of proceedings.²⁷ This link exists in all States having tracking for every branch of law, apart from the Czech Republic, Ireland and Turkey. The equipment rates for States dealing separately with different branches of law show that the tracking of criminal proceedings, which is available only in Croatia, is not linked to case management systems here.

In addition, a tracking system may include publication of judgments online. Such publication may be only partial, such as the operative provisions solely. Either way, this publication occurs in three quarters of the States allowing online tracking of proceedings in all branches of law, and in the 10 others, the judgments published online mostly concern civil cases.

²⁷ See table 3.3

b) IT can also improve relations between court professionals.

➤ This may take the form of electronic communication between courts and lawyers.

Table 4.5 Electronic communication between courts and lawyers (Q64.6)

	Existence of electronic communication devices	All matters								
		Equipment Rate	Trial phase concerned				Terms and conditions			Specific legal framework
			Submission of a case	Pre-hearing	Schedule of Hearings	Transmission of decisions	E-Mail	Specific computer applications	Other	
Yes	74%	68%	64%	76%	84%	60%	60%	12%	40%	
No	26%	32%	36%	24%	16%	40%	40%	88%	60%	
100%	35%									
50-99%	15%									
10-49%	15%									
1-9%	6%									
0% (NAP)	26%									
NA	3%									

	Civil or commercial matters									Criminal matters								
	Equipment Rate	Trial phase concerned				Terms and conditions			Specific legal framework	Equipment Rate	Trial phase concerned				Terms and conditions			Specific legal framework
		Submission of a case	Pre-hearing	Schedule of Hearings	Transmission of decisions	E-Mail	Specific computer applications	Other			Submission of a case	Pre-hearing	Schedule of Hearings	Transmission of decisions	E-Mail	Specific computer applications	Other	
Yes		88%	88%	63%	75%	50%	88%	13%	75%		75%	75%	100%	75%	75%	25%	25%	50%
No		13%	13%	38%	25%	50%	13%	88%	25%		25%	25%	0%	25%	25%	75%	75%	50%
100%	11%								22%									
50-99%	44%								22%									
10-49%	22%								0%									
1-9%	11%								0%									
0% (NAP)	11%								56%									
NA	0%								0%									

	Administrative matters									Other matters								
	Equipment Rate	Trial phase concerned				Terms and conditions			Specific legal framework	Equipment Rate	Trial phase concerned				Terms and conditions			Specific legal framework
		Submission of a case	Pre-hearing	Schedule of Hearings	Transmission of decisions	E-Mail	Specific computer applications	Other			Submission of a case	Pre-hearing	Schedule of Hearings	Transmission of decisions	E-Mail	Specific computer applications	Other	
Yes		80%	60%	60%	80%	40%	80%	0%	80%		100%	67%	33%	67%	67%	100%	0%	67%
No		20%	40%	40%	20%	60%	20%	100%	20%		0%	33%	67%	33%	33%	0%	100%	33%
100%	11%								0%									
50-99%	22%								22%									
10-49%	11%								0%									
1-9%	0%								11%									
0% (NAP)	44%								67%									
NA	11%								0%									

Complete data per State are available in Annex 1.

In practice, this entails sending computerised information concerning court proceedings, with or without scanned documents, with the main aim of eliminating paper.

Overall, three quarters of States or entities offer courts the option of communicating electronically with lawyers, while 12 are unable to do so: Armenia, Azerbaijan, Bosnia and Herzegovina, Croatia, Cyprus, Lithuania, Montenegro, Netherlands, Republic of Moldova, the Russian Federation, Serbia and Slovakia.

Most States also have this option in all branches of law, although the equipment rates show that it is not available everywhere to the same extent. The States with a 100 % equipment rate are Austria, Czech Republic, Estonia, Finland, Latvia, Luxembourg, Malta, Portugal, Romania, Spain, Sweden and Turkey.

There are a number of differences in the way such electronic communication is handled.

Firstly, States do not use it in every branch of law.

Only 9 differentiate according to the type of case. This may reflect a difference in the equipment level for different branches of law. Italy and Switzerland, although they have electronic communication between courts and lawyers for civil/commercial, criminal and administrative cases, have a lower level of equipment for the latter branch. 7 other States, namely Belgium, France, Hungary, Norway, Slovenia, Ukraine and UK-England and Wales, do not have electronic communication for every type

of case. Civil and commercial cases seem almost always to offer this option (the exception being Ukraine), even if still on a pilot basis, as in Belgium. By contrast, there are more disparities in administrative and, above all, criminal law.

Secondly, not all stages of proceedings are covered by electronic communication. There are four stages: commencement of proceedings, pre-hearing phases, referral management and/or hearing schedule, and notification of court decisions. It is hard to identify groups of States where courts and lawyers automatically have the option of communicating electronically at certain stages of the proceedings. Nevertheless, some 10 States stand out not only because they are fully provided with this technology (reporting an equipment rate of 100 %) but also because they use it for all four stages of proceedings. This is the case for Austria, Estonia, Finland, Latvia, Portugal, Spain, Sweden, Turkey and Switzerland, although in the latter country, use depends on the branch of law. Conversely, 6 States (Albania, Belgium, Greece, Monaco, Romania and UK-Northern Ireland) use electronic communication at only one stage of the proceedings. Nor is this the same stage for every country – even though at this point such communication may be very widely or even fully available (as in Albania and Romania).

Lastly, the methods used for electronic communication between courts and lawyers also vary among States. While e-mail is sometimes used, a specific computer application may be preferred. Of the States with a high level of provision for this technology, Estonia, Germany, Ireland, Latvia, Portugal, Switzerland and “the former Yugoslav Republic of Macedonia” use both e-mail and a specific application for electronic communication. It should nevertheless be noted that in the event of there being different methods of communication for the various stages of the proceedings (for example, e-mail only for the pre-hearing phases and a dedicated computer application for notification of decisions), States were required to report the existence of the methods in general rather than specifying which methods related to which stages.

➤ In addition to lawyers, other professionals may also make use of electronic communication.

Here again, as in the case of communication between courts and lawyers, this covers the sending of computerised information with or without scanned documents. Various categories of professionals may be concerned, and some fifteen States or entities are conspicuous for their use of this communication between such professionals.

These include, first of all, enforcement agents, as defined in Recommendation Rec(2003)17 of the Committee of Ministers of the Council of Europe on enforcement: a person authorised by the State to carry out the enforcement process irrespective of whether that person is employed by the State or not. A third of States or entities provide electronic communication for these professionals: Austria, Czech Republic, Denmark, Finland, France, Germany, Lithuania, Portugal, Slovenia, Sweden, Switzerland, “the former Yugoslav Republic of Macedonia”, Turkey and UK-Scotland. Of these, only 7 have made this option fully available: Austria, Czech Republic, Finland, Portugal, Slovenia, Sweden and Turkey. In practice, this method is mostly used for three types of document: summonses, notices of decisions, and debt collection documents. It should be noted that the widest range of uses, including all these situations, is to be found in Austria, Czech Republic, Denmark, Finland, France and Sweden. One example of such communication between bailiffs and court users is provided by France, where Decree 2012-366 of 15 March 2012 on electronic service of writs and on international service authorises the service of writs, including summonses, electronically, subject to the addressee’s consent. Electronic transmission is deemed to be a personal service if the addressee takes cognisance of the document on the date that it is sent; otherwise, service at the place of residence must be used. For communications between bailiffs and courts and for debt collection through orders to pay, an application called IPWEB has been set up. Electronic transmission of case papers means that they can be processed more quickly.

Notaries are also able to communicate electronically in a third of States: Austria, Croatia, Czech Republic, Finland, France, Georgia, Germany, Italy, Poland, Portugal, Republic of Moldova, Slovenia, Spain and Switzerland. Electronic communication is used for civil proceedings, legal assistance, and to authenticate deeds and certificates. Taking the example of France again, although notarial deeds can be drawn up in electronic format, the development of electronic communication and

applications is focused on the needs of the profession, for the benefit of users (electronic wills, for example), and on communication with institutions rather than direct communication with individual users.

The same goes for experts who communicate electronically with the courts. A quarter of States provide such communication: Austria, Czech Republic, Finland, France, Germany, Italy, Latvia, Monaco, Spain, Sweden, Switzerland and Turkey. Electronic communication is used by all of these States to exchange documents and written Statements and by most of them to track expert reports and send out reminders of deadlines. In France, communication between experts and administrative courts is now entirely paperless. For expert reports in civil cases, a computer platform ("Opalexé") has been introduced and is being used increasingly.

Lastly, prior to proceedings, the Public Prosecutor's Office may send investigators instructions electronically. This is the case in barely a quarter of States: Austria, Czech Republic, Finland, France, Germany, Italy, Monaco, Portugal, Spain and Turkey. This communication between prosecuting authorities and police allows instructions to be sent from the Public Prosecutor's Office to investigators and enables the latter to send the Public Prosecutor's Office case information upon completion of investigations. Such exchanges occur in all 10 States, except in Portugal, where communication is only from the investigators to the Public Prosecutor's Office. The example of France, with transfer between applications, is interesting here. The country has set up interchange between a computer application called "Cassiopeé", which covers all stages of criminal proceedings from the judicial angle, from public prosecution to sentence enforcement, and applications used by the Ministry of the Interior (police and gendarmerie), through secure transfer between government authorities (interdepartmental intranet called RIE, as for "Réseau interministériel de l'Etat", previously known as "Ader"). This transfer relates to completed investigations. In 2014 the equipment rate was 100 % for the gendarmerie (using the LRPNG report-drafting application) and the courts (Cassiopeé), but only 25 % for the police. In the other direction, the Cassiopeé application can provide information for the criminal record file used by the police. This transfer between applications must allow automatic updating of information made available to the police. Instructions are also given by public prosecutors to detectives by e-mail.

Methods of electronic communication may differ depending on processes within these professions, with States using either e-mail or a specific computer application or, in some cases, both. However, it cannot be said with certainty that a particular method is employed for some uses more than others. What can be noted are certain tendencies: for example, that e-mail seems to be preferred for communication with enforcement agents, or, conversely, that notaries generally seem to use specific computer applications.

Note 1: IT thus seems to have improved communication, not only between the various persons associated with court proceedings but also in the individual branches of law such as civil/commercial, criminal and administrative.

It should be pointed out that some types of case may be handled online in certain States. They include the large number of cases involving small sums, cases relating to uncontested claims and the preliminary stages for resolution of family conflicts. 17 States use electronic communication for such cases, most of which come under civil and/or commercial law (with the sole exceptions of Germany and Slovenia). Only the Czech Republic uses this method of communication for some types of case in the criminal field and Malta for administrative cases.

Note 2: the method of communication described here concerns electronic transmission of information concerning court proceedings, with or without scanned documents, with the main aim of eliminating paper. Given this objective, it should be considered whether provision is made for electronic signatures in relations between the courts, users and professionals.

In practice, this option guarantees the integrity of an electronic document through a digital key management system. An electronic signature must possess certain characteristics and be recognised by the courts as authentic, unforgeable, non-reusable, tamper-proof and non-repudiable. Less than one State in two currently allows electronic signature of documents.

Out of the 21 that do have this option, 13 use it for all branches of law, although the equipment rate varies, since only Austria, Estonia and Turkey are fully equipped in this respect.

By contrast, 8 States use electronic signature for only some branches of law: France, Hungary, Italy, Lithuania, Portugal, Slovenia, Sweden and Ukraine. It is employed mainly for civil cases, where the option is either fully available or about to be so (France alone supplied no information on the equipment rate in this branch but did specify that electronic signature for civil cases was used only for Court of Cassation judgments). Only Sweden and Ukraine do not have electronic signature in this branch. By contrast, use of electronic signature for criminal and administrative cases in these eight countries is much more uneven. Only Italy, Sweden and Ukraine use it for criminal cases and Hungary, Italy, Lithuania and Portugal for administrative cases. However, where the option exists it seems to be quite widely, or even fully, available.

Various categories of document can be signed electronically. They can include court pleadings exchanged between lawyers, documents relating to court administration such as court summonses, and court decisions.

Comparing the information provided by States on use of electronic signature according to branch of law and document type, it may be noted that Austria and Estonia are the only States allowing full use of this option for all branches of law and all the documents mentioned in the questionnaire. The Czech Republic, Germany, Latvia and Spain also allow it, but electronic signature is not yet fully available in these countries. Similarly, of the States in which use of electronic signature depends on the branch of law, Italy is the only one to have it in all three branches, and, although the technology is still being developed for administrative cases, it is in general use for all three types of document.

c) Lastly, to facilitate and support these various forms of communication, other types of technology are used between the courts, professionals and users for judicial proceedings.

➤ Videoconferencing exists in a number of countries. This can entail use of facilities in the course of court proceedings, such as to examine parties. 40 States or entities out of the 46 have this option, the exceptions being Albania, Armenia, Cyprus, Greece Iceland, Montenegro and Serbia.

Table 4.6 Videoconferencing between courts, professionals and/or users (Q64.6)

	Existence of videoconferencing	All matters				
		Equipment Rate	Proceeding Phase			Specific legal framework
			Prior Phase	During a hearing	After a hearing	
Yes	85 %		40 %	93 %	20 %	67 %
No	15 %		60 %	7 %	80 %	33 %
100 %		26 %				
50-99 %		28 %				
10-49 %		15 %				
1-9 %		8 %				
0 % (NAP)		23 %				
NA		0 %				

	Civil or commercial matters					Criminal matters				
	Equipment Rate	Proceeding Phase			Specific legal framework	Equipment Rate	Proceeding Phase			Specific legal framework
		Prior Phase	During a hearing	After a hearing			Prior Phase	During a hearing	After a hearing	
Yes		33 %	100 %	0 %	67 %		63 %	88 %	13 %	88 %
No		67 %	0 %	100 %	33 %		38 %	13 %	88 %	13 %
100 %	11 %					33 %				
50-99 %	0 %					0 %				
10-49 %	11 %					33 %				
1-9 %	11 %					11 %				
0 % (NAP)	67 %					11 %				
NA	0 %					11 %				

	Administrative matters					Other matters				
	Equipment Rate	Proceeding Phase			Specific legal framework	Equipment Rate	Proceeding Phase			Specific legal framework
		Prior Phase	During a hearing	After a hearing			Prior Phase	During a hearing	After a hearing	
Yes		75 %	75 %	0 %	75 %		0 %	100 %	0 %	100 %
No		25 %	25 %	100 %	25 %		100 %	0 %	100 %	0 %
100 %	11 %					0 %				
50-99 %	0 %					0 %				
10-49 %	0 %					0 %				
1-9 %	22 %					11 %				
0 % (NAP)	56 %					89 %				
NA	11 %					0 %				

Complete data per State are available in Annex 1.

This technology is usually employed in all branches of law, with only 9 States or entities (Belgium, Croatia, France, Hungary, Italy, Lithuania, Switzerland, “the former Yugoslav Republic of Macedonia” and UK-England and Wales) differentiating according to type of case, whether civil/commercial, criminal or administrative. This differentiation shows that, even if the level of equipment varies, use of videoconferencing is almost systematic for criminal cases, whereas it is more of an exception in administrative ones.

In all, 11 States can boast a 100 % equipment rate for videoconferencing in their courts: Estonia, Finland, Latvia, Lithuania, Luxembourg, Malta, Monaco, Portugal, Slovenia, Spain and Sweden.

Videoconferencing can also be used at various stages of proceedings, namely prior to the commencement of proceedings or the hearing, during the hearing, or after the hearing. Use prior to the commencement of proceedings covers all the preliminary or pre-hearing phases. In civil cases, this mostly means ADR and in criminal cases the investigation stage (management of detention orders by the Public Prosecutor’s Office, for example). During a hearing, videoconferencing is used for examinations of both defendants and witnesses in criminal cases. After a hearing, it is used in criminal cases, for example, for the post-conviction phases, such as sentence enforcement.

In Monaco videoconferencing equipment is also employed to help foreign authorities that have requested mutual assistance – for examinations of witnesses, victims or suspects, for example.

Videoconferencing is most often used during hearings. All States report such use, with the exceptions of Belgium for criminal and administrative cases and Bosnia and Herzegovina and the Russian Federation, which have provided no clarification on this point. Conversely, it is used least frequently for the post-hearing stage. It should be noted that few States actually use this technology at all three stages of the proceedings: just Denmark, Estonia, Latvia, Monaco, Norway and Sweden, together with France for criminal cases only.

➤ In addition, recording of examinations and proceedings during the investigation and/or trial stages is also used.

By and large, such a device is used in most States except Armenia, Cyprus, Germany, Iceland, Montenegro and Norway. Spain is a good example in which the audiovisual recording of hearings is not only authorised by law but also widely used since 2010 as the number of records is steadily increasing (7,7 % in 2012 compared in 2011 from 24,7 % in 2013 and 43,8 % in 2014).

In the 40 other States, two thirds are equipped to make recordings in every branch of law, and their equipment rates show that, in the majority of countries, recording facilities are very widely – or even fully – available. Of the 15 States using this technology in only some branches, criminal law is the branch in which most recordings are made. Poland is the only country not concerned; otherwise, the equipment rates for the other States show that such facilities are in general widely, or even fully, provided. In Bosnia and Herzegovina, both suspects and witnesses may be recorded. Conversely, 5 States (Czech Republic, Denmark, Poland, Switzerland and UK-England and Wales) use recording for civil cases and 3 (Czech Republic again, France and Switzerland) for administrative cases only, with equipment rates that are low, which is not surprising since the procedure is usually only written in such courts.

There are two types of recording: sound only or audiovisual. Almost all States make sound recordings in all branches of law, with very few exceptions (Croatia and Netherlands for criminal cases and Azerbaijan for administrative cases). The situation for audiovisual recording, by contrast, is much more varied.

➤ Lastly there is the question, specific to criminal proceedings, of using video recordings as evidence and the technical possibility of showing them at hearings, for example. 39 States have this possibility, the exceptions being Albania, Armenia, Cyprus, Greece, Lithuania, Romania and Russian Federation. The States that possess this option have provided little detail. It should simply be noted that in Slovenia, the recording must not have been obtained illegally in order not to breach suspects’ fundamental rights.

1.2.2 Organisation and governance of information systems

➤ The level of governance of technology in terms of IT is calculated taking into account elements from the level of project management and also from the level of strategic governance.

Project management is 'assuming the fundamental responsibility of a project in all its dimensions (strategic, commercial, financial, human, legal, organisational, technical ...).' The Project Manager 'drives the whole project in all its complexity (multiple stakeholders, often divergent interests ...). He is the guarantor of the strategic importance of the project for the business, the company or third parties.'

Strategic governance is defined, in the context of this report, as a set of functions (management, monitoring) performed by a non-specialised structure in the information systems in charge of identifying the modernisation issues of the judicial system for the entire country or an entity, to set priorities with defined objectives and initiate reforms attached to these objectives, relying in particular on IT.

Table 5 Other aspects related to information technologies in courts (Q65)

	Governance of the IT system of courts				Security of the information system of the courts	Protection of personal data
	Single structure in charge of the strategic governance	Model primarily chosen for conducting IT projects	Detection for innovations from courts initiatives	Measuring actual benefits resulting from information system	Global Security policy regarding the information system	Existence of a law
Yes	78%		37%	52%	65%	93%
No	22%		63%	48%	35%	7%
Professionals		28%				
IT Service		48%				
Other		13%				
NA		11%				

Complete data per State are available in Annex 1.

The purpose is to determine whether a country has already given thought to the overall issue of modernising its judicial system and is using IT, amongst other tools, to this end. 38 States – a little over three quarters – have a single body in charge of strategic governance, the exceptions being Albania, Bulgaria, Cyprus, Greece, Portugal, Spain and Switzerland. The way these States are organised (for instance cantons in Switzerland, or government decentralisation in Spain) may to some extent explain this lack of uniformity. Where a single body does exist, its composition varies depending on the State. Most countries entrust such governance to mixed teams consisting of not only court staff (judges, prosecutors and court clerks) but also administrative, technical and scientific staff. On the other hand, in 7 States or entities (Malta, Russian Federation, Slovakia, Turkey, Ukraine, UK-Northern Ireland and UK-Scotland), this role falls solely to administrative, technical and scientific staff. Lastly, some countries call on other people, as in Hungary, where strategic governance is the responsibility of the National Office for the Judiciary, supervised by the National Judicial Council, which is a body consisting of 15 judges elected by their peers from all levels of jurisdiction. This is also the case in Lithuania, where the National Courts Administration, in coordination with the Judicial Council and the courts, is responsible for modernising and centrally developing IT solutions.

➤ Various organisational models may be adopted for developmental IT projects in courts and for subsequent management of the resulting applications (maintenance, upgrading). In a third of States, management is provided mainly by an IT department with support from professionals in the field (judges, prosecutors, court clerks, etc.). However, in 13 States, management is provided mainly by professionals in the field (judges, prosecutors, court clerks, etc.), supported by an in-house IT department and/or a service provider. Finally, 6 States have taken an alternative approach, assigning

²⁸ The trades of information systems in large enterprises, « Les métiers des Systèmes d'Information dans les grandes entreprises », Cigref, organisation of large french IT companies, June 2011, p. 37. Available on www.cigref.fr/cigref_publications/Rapports/Container/Parus2011/2011_Metiers_des_SI_dans_Grandes_entreprises_Nomenclature_RH_CIGREF_FR.pdf.

management of projects to service providers only, as in Greece, which explains this solution by a shortage of IT experts in the courts and a lack of effective IT organisation schemes in the court administration.

Switzerland has also provided detailed information on its organisational model. Teams are usually mixed (IT specialists/users). Project organisation generally entails a 'user project manager' who coordinates requirements and organises the users (for tests, for example) and an 'IT project manager' who heads the developers involved in the project; IT specialists can come from a service provider. One of the two project managers ('user' or 'IT') is appointed 'overall project manager'. This decision will depend on the focus of the project. If it mainly concerns a change in technology without any major changes to user functions, the IT project manager will be chosen as overall project manager; on the other hand, if the project involves introducing new functions, the user project manager will act as the overall project manager. Strategic projects are usually developed by the judiciary's developers, while development of non-strategic applications is entrusted to service providers. IT expertise for strategic applications thus exists within the judiciary, allowing rapid responses where necessary.

➤ However, a system for identifying and optimising IT innovation resulting from personal and/or court initiatives has not been systematically introduced, since only 17 States have such a system.

Where this system does exist, local initiatives are meticulously listed and detailed. In Denmark, for example, this is done through the Danish Court Administration's service management system. In Monaco, given the size of the State, any departments or members of staff behind an initiative are duty-bound, as part of their obligation to act in good faith, to notify their line authority or supervisor (head of court, head clerk, General Secretariat of the Department of Justice). It is then up to the Department of Justice to support continuation of an innovation, allocate funding for it or even make the process more generally available. Meticulous listing of innovations in France also allows the ministry, depending on what is expedient, to encourage initiatives in various ways in order to provide a secure environment for local testing by laying down recommendations for current and future users or else to expand a local initiative to national level by supplying the necessary resources. A number of initiatives are being brought into general use or tested more widely in France. Mention may be made of the Pilot software for hearing management, certain IT tools for prosecutors, and the "Persée" software to facilitate the work of the judge inside and outside the court (assistance in drafting decisions, secure access to in-house software thanks to the tablet furnished by the court, etc.). As far as administration is concerned, the Council of State ("*Conseil d'Etat*") is an associate member of the French organisation entitled "Club Informatique des Grandes Entreprises Françaises (CIGREF)".

Some States highlight projects that have recently been developed on a national scale. In Switzerland the Federal Office of Justice organises an annual meeting for all representatives specialising in legal IT, where good practices are presented and can then be adopted by the cantons in their applications. Among these projects, the Badac data bank contains all judicial data collected from the 26 cantons and the Confederation for the CEPEJ evaluation. The e-LP project²⁹ allows all the cantonal debt enforcement offices (the authorities responsible for recovering debts) to communicate electronically with major creditors and some debtors. For its part, Spain has its electronic auctions project,³⁰ which was first introduced in the region of Murcia before being rolled out nationwide for court proceedings, pursuant to the Spanish Code of Civil Procedure.

➤ Lastly, it should be noted that 30 States have introduced a global security policy for their judicial information systems, based mainly on independent audits.

²⁹ LP is an abbreviation introduced by Sec. I of the Federal Law of 16 December 1994 in force since 1 Jan. 1997 (RO 1995 1227; FF 1991 III 1) in reference to the Debt Collection and Bankruptcy

³⁰ A project that received a special mention in connection with the awarding of the 2006 CEPEJ "Crystal Scales of Justice" prize.

1.2.3 Legislative framework

It is worth noting that not all States have a specific legislative framework governing the various uses of IT covered by the questionnaire.

States were asked whether such a framework existed for electronic communication between courts, professionals and/or court users. The answers show that there is generally a relationship between the level of equipment and the existence of legislative rules regulating its use. Where the option is in the process of being deployed (usually only when it is widely or even fully available) States possess a corresponding legislative framework. It may be worth remarking, at opposite ends of the spectrum, the situations in which this is not the case: States in which, although the technology is fully available, there is no legislative framework and, conversely, States where, despite the existence of such a framework, the technology is clearly still at the pilot stage.

Of the 34 States or entities offering the option of bringing a case to court electronically, only Latvia, Turkey and UK-Northern Ireland do not have a specific legislative framework despite a 100 % equipment rate in all branches of law; nor does Portugal, which also has this rate for criminal cases. Conversely, some States have an equipment rate below 10 % despite possessing a legislative framework. This is the case for the Netherlands in all branches of law, Greece for civil and criminal proceedings, Italy for criminal proceedings and Serbia for civil proceedings.

The same is true of electronic applications for legal aid. Of the 12 States with this option, only 3 do not have a specific legal framework: Sweden, Turkey and Ukraine.

The situation is the same for electronic summonses to hearings or pre-hearing appointments. Only Georgia, Latvia, Russian Federation and UK-Northern Ireland have introduced paperless transmission, which is already well advanced, although there is no legislative framework to govern it. Regulation of communication with various court professionals is not evenly developed, since it varies according to profession. While electronic communication between courts and lawyers exists in three quarters of States, over half the States using it in all branches of law have no legislative framework for it. The most striking cases are Latvia, Luxembourg, Romania, Sweden and Turkey, which nevertheless have a 100 % equipment rate for all branches of law. There is more regulation in civil and administrative law, but this concerns only a limited number of States. Similarly, although electronic communication with experts and the police occurs in even fewer States, half of these do not possess a specific legal framework for it. Austria, together with Sweden and Turkey again, is a case in point. By contrast, all States having introduced electronic communication with enforcement agents, apart from Latvia and Sweden, and those having developed electronic communication with notaries, apart from Finland and Germany, have regulated such communication.

Where electronic signature is an option, it is almost systematically covered by a legislative framework. Of the 4 States or entities not possessing such a framework (Latvia, Russian Federation, UK-Scotland and Ukraine), Latvia is the State where this technology is most widely used.

As regards use of videoconferencing between courts, professionals and users, two thirds of States regulate this practice under special legislation. Luxembourg and Malta are the only exceptions, not possessing any specific legislation despite having fully equipped their courts.

The situation is similar for recording of examinations and proceedings, since the great majority of States have legislation in this area, apart from ten or so, among which Malta is the only one to have made this technology fully available, for all branches of law, despite the fact that no relevant legislation has been drafted. By contrast, several States possess a legislative framework even though recording of examinations and proceedings is still being used on a pilot basis. This is the case in Austria and Azerbaijan for all branches of law, Switzerland for civil cases, France and Serbia for criminal cases, and France again for administrative cases.

Use of video recordings as evidence at hearings is likewise regulated under special legislative arrangements in most States apart from ten or so. Among the latter one mostly finds countries that are unable to use recordings at hearings for technical reasons: Albania, Armenia, Cyprus, Romania, Russian Federation and Serbia. There is not an automatic relationship, however, since Greece and Lithuania, which do not have this technical possibility, nevertheless have a legislative framework

covering use of recordings as evidence. Conversely, some States that have the technical possibility of using recordings during hearings sometimes have no legislative framework for using them as evidence: Denmark, Latvia and Malta.

Lastly, most of States or entities have adopted legislation on personal data protection³¹, Cyprus, Turkey and UK-Northern Ireland being the sole exceptions. Almost all have set up authorities that are specifically in charge of such protection (apart from Armenia, where the Ministry of Justice is responsible), the names of which vary from State to State. For example, this body is a data protection “commissioner” in Albania, a “commission” in Austria, France, Monaco and Portugal, a data protection “agency” in Bosnia and Herzegovina and Croatia, an “authority” in Greece, Hungary, Slovenia and Sweden, an “office” for personal data protection in the Czech Republic, a “data State inspectorate” in Latvia, a “State data protection inspectorate” in Lithuania, a “State service” in Ukraine, and a “national centre” in the Republic of Moldova. It should be noted that these authorities may liaise with the Ministry of Justice, as in the case of the “Office of the Data Protection Ombudsman” in Finland, which is nevertheless an independent authority. Spain also draws a clear distinction between management of judicial personal data and personal data recorded in a non-judicial database. Jurisdiction is thus divided between the bodies responsible for each of these databases: the court, under the supervision of the General Council of the Judiciary in the first case, and, in the second case, the Courts Office for the relevant court, under the supervision of the Spanish Data Protection Agency.

Generally speaking, the right of public access to court software is highly regulated; members of the public are not allowed unrestricted access to data and are required to apply to a specific body and comply with existing legislation.

Finally, note should be taken of legal supervision, of or restrictions on, sharing of court databases with other authorities such as the police. Such sharing is rare and limited; it is not allowed in Croatia, Greece, Luxembourg, Monaco or Sweden, for example.

Overall, it appears that Latvia, Russian Federation, Sweden and Turkey are States where the introduction of new technologies is not systematically accompanied by a legislative framework.

³¹ It should be recalled that the Article 8 of the European Convention on Human Rights protects private and family life and that the "Convention 108" (ETS No. 108, Strasbourg, 28.01.1981), very first international convention for the protection of the data, sets legally binding standards in terms of privacy. This last convention is complemented by amendments, an additional protocol and 13 sectoral recommendations adopted by the Committee of Ministers. www.coe.int/t/dghl/standards/setting/dataprotection/dataprotcompil_en.pdf

PART TWO

THE INFLUENCE OF THE USE OF INFORMATION TECHNOLOGIES IN THE JUDICIAL SYSTEMS

The results of the use of information technologies in the judicial systems can now be assessed and represented thanks to the creation of a global IT development index (2.1).

The aim is to consider the possible relationships between the introduction of new information technologies in the different judicial systems and the evaluation criteria represented by efficiency and quality of justice in order to identify possible links between those criteria and the development indices described (2.2).

The idea is therefore to establish working assumptions as pointers for reflection which can be continued over the years ahead in order to confirm, elaborate on or invalidate the trends observed until now.

2.1 THE CREATION OF A GLOBAL IT DEVELOPMENT INDEX

The aim is to gauge each State's or entity's progress in new technology. For this purpose, it was decided to apply an analysis based on "phases" to the different criteria evaluated. As with any construction of an index, the method and choices can always be improved and include assumptions. Elements to objectify the best development indexes were tested in countries of different legal systems by the expert group to select those which contained the least bias and made consensus.

2.1.1 The method

To interpret the information gathered through the questionnaires, a global IT development index was devised. For this purpose, account was taken of the results obtained under the three themes (equipment, governance, strategy and legal framework supporting the use of technologies) explored in Part One of the report.

For each country, the average of the final indices in these three themes was calculated to identify 3 distinct phases:

- average of 0 to 3: phase 1
- average of 3 to 7: phase 2
- average of 7 to 10: phase 3

This global index of phases, ranging from 1 to 3, reflects the country's degree of development: early development (phase 1), ongoing development (phase 2) or advanced stage of development (phase 3).

2.1.2 The results

In this way, it is possible to identify several groups of countries or entities depending on the results obtained and to discern certain trends.

Table 6 Classification of the States or entities by development phase in each area (Q62 to Q65)

Phase 1 - Early development				Phase 2 - Ongoing development			Phase 3 - Almost completed development				
Equipment	Legal framework	Governance	Meet the 3 criteria	Equipment	Legal framework	Governance	Equipment	Legal framework	Governance	Meet the 3 criteria	
9%	33%	17%	7%	67%	50%	52%	24%	17%	30%	7%	
Albania	Albania	Albania	Albania	Armenia			Austria	Austria	Austria	Austria	
	Armenia	Armenia		Azerbaijan	Azerbaijan	Azerbaijan	Czech Republic	Czech Republic	Czech Republic		Czech Republic
	Belgium	Belgium		Belgium					Denmark		
	Bosnia and Herzegovina			Bosnia and Herzegovina		Bosnia and Herzegovina			Estonia		Estonia
		Bulgaria	Cyprus	Bulgaria	Bulgaria		Finland	Finland		Germany	
Cyprus	Cyprus	Cyprus		Croatia	Croatia	Croatia			France		
		Greece		Denmark	Denmark				Germany		Germany
											Hungary
Iceland	Iceland	Iceland	Iceland			Estonia				Italy	
	Luxembourg						Finland				
	Malta			France	France				Latvia		Latvia
	Montenegro			Georgia	Georgia	Georgia					Monaco
	Netherlands		Serbia	Greece	Greece		Portugal			Slovenia	
	Russian Federation			Hungary	Hungary						
		Romania		Ireland	Ireland	Ireland					
				Italy	Italy						
	UK-England and Wales		Latvia							Sweden	
	UK-Northern Ireland			Lithuania	Lithuania	Lithuania					
	UK-Scotland			Luxembourg		Luxembourg					
			Malta		Malta					Switzerland	
			Republic of Moldova	Republic of Moldova	Republic of Moldova						
			Monaco	Monaco							
			Montenegro		Montenegro						
			Netherlands		Netherlands					The FYROMaced	
			Norway	Norway	Norway						
			Poland	Poland	Poland						
				Portugal	Portugal						
			Romania	Romania						Turkey	
			Russian Federation		Russian Federation						
			Slovakia	Slovakia	Slovakia						
				Slovenia							
					Spain					UK-Scotland	
				Sweden							
			Switzerland		Switzerland						
			The FYROMaced								
				Turkey						UK-Scotland	
			Ukraine	Ukraine	Ukraine						
			UK-England and Wales		UK-England and Wales						
			UK-Northern Ireland		UK-Northern Ireland						
			UK-Scotland								

If one looks first of all only at the countries reaching phase 3 in one or more categories, it is possible to compile the following list³²:

- the States best equipped with IT facilities are 11: Austria, Czech Republic, Estonia, Finland, Germany, Latvia, Portugal, Slovenia, Spain, Sweden and Turkey;

³² See section 1.2 for a map with all the countries

- 9 have a sound legislative framework: Armenia, Austria, Czech Republic, Estonia, Finland, Germany, Spain, Switzerland and “the former Yugoslav Republic of Macedonia”.
- Strategic governance is particularly highly developed in a third of the States or entities: Armenia, Austria, Czech Republic, Denmark, France, Germany, Hungary, Italy, Latvia, Monaco, Slovenia, Sweden, “the former Yugoslav Republic of Macedonia”, Turkey and UK-Scotland.
- Only 3 States attain phase 3 in the three categories: Austria, Czech Republic and Germany.

It is then possible to combine these data to see if any groupings emerge.

A common feature shared by some countries or entities is being more advanced in terms of IT facilities than in terms of legislative regulation of these technologies: Latvia, Portugal, Slovenia and Turkey. Conversely, some give priority to legislative regulation and State that computerisation is still in the early stages: Armenia, Switzerland and “the former Yugoslav Republic of Macedonia”.

Some States or entities show a distinction between governance and legislative regulation. 10 have strategic governance at a more advanced stage than the legislative framework governing the technologies: Denmark, France, Hungary, Italy, Latvia, Monaco, Slovenia, Sweden, Turkey and UK-Scotland. Conversely, Estonia, Finland, Spain and Switzerland have given priority to establishing a legal framework before considering governance issues.

Lastly, it may be noted that some States have progressed in the same way in each area, whether they are in the early stages of reform in the IT field (this applies to Albania, Belgium and Iceland), in the process of development (Azerbaijan, Croatia, Georgia, Ireland, Lithuania, Republic of Moldova, Norway, Poland, Portugal, Slovakia and Ukraine) or, on the contrary, already at a very advanced stage in each of the categories (Armenia, Austria, Czech Republic, Germany and “the former Yugoslav Republic of Macedonia”).

2.2 A TWOFOLD PERSPECTIVE: EFFICIENCY AND QUALITY OF THE JUDICIAL SYSTEM

2.2.1 The criteria of “efficiency” and “quality”

Although there are obvious differences between States’ judicial systems, CEPEJ studies have already highlighted the fact that “for a number of years the dominant theme in Europe seems unquestionably to have been that of efficiency, the “bridgehead” of modernisation”. These, then, are the watchwords: “speedy processing of cases, reduced time frames and costs, more efficient use of public funds”. These objectives in terms of results and performance have to be reconciled with other criteria relating this time to the quality of justice, to ensure a “quality subject to constraints”³³.

The quality of justice refers to the “quality of the organisation and functioning of the judicial institution”³⁴. The aim in improving the administration of the judicial apparatus is also to meet as fully as possible the expectations of litigants³⁵, with regard in particular to “the reception given to them in courts, simplicity of proceedings, the time taken to give decisions, their clarity and their effectiveness, and to meet these concerns through better organisation of the courts, simpler and more accessible procedures, and speedier and more easily enforceable decisions”³⁶.

The evaluation therefore draws on qualitative, productivity, rapidity and cost criteria, and it is from this angle that the quality criterion will be approached in this report, via analysis of “efficiency” and “quality” development indices not measuring these criteria directly, but providing information on the degree of investment in technological tools designed to improve them.

2.2.2 Introduction of information technologies: evaluation of their specific contribution in terms of the efficiency and quality of judicial systems

a) A number of technologies have a particularly significant influence on the efficiency and quality of the judicial system.

The estimated impact of technologies on these criteria was therefore expressed through weighting coefficients assigned to certain replies to the questionnaire³⁷.

Hence, on the positive side, the fact of having a computerised system for managing judicial proceedings significantly increases the speed with which cases are processed. Some States therefore stand out because they use technologies in a way that promotes efficiency and quality, especially if they have a computerised system for managing judicial proceedings³⁸, or if they offer litigants the possibility of applying for legal aid by electronic means.

On the negative side, however, information technologies probably do not solve everything.

It will be noted that the continuing use of paper in some cases likely hinders the full development of technology and limits the savings which may be expected.

6 of the 34 States which allow litigants to apply to the courts by electronic means say that a paper application must nevertheless be submitted at the same time: Italy, Norway, Romania, Russian Federation and Ukraine.

³³ CEPEJ Studies No. 4, pp. 30-48.- J.-P. JEAN, “La qualité des décisions de justice au sens du Conseil de l’Europe” (“The quality of judicial decisions within the meaning of the Council of Europe”) – Studies collected by Pascal MBONGO – French only

³⁴ Loïc CADIET, “Efficience versus équité” (« Efficiency vs equity »), in *Mélanges Jacques van Compemolle*, presentation of Gilberte CLOSSET-MARCHAL, Bruylant, 2004, p. 36. – French only

³⁵ Jean-Paul JEAN, “La qualité de la justice face aux attentes des justiciables” (« The quality of justice and the expectations of litigants »), *op. cit.*, pp. 149-160. – French only

³⁶ Guy CANIVET, “Économie de la justice et procès équitable” (« Economics of justice and fair trial »), *JCP*, 14 novembre 2001, n° 46, I, 361, p. 2085 – French only

³⁷ See Appendix 1.

³⁸ See Part 1, Table 3.3

Of the 12 States which have introduced the possibility of applying for legal aid online, only Estonia and Hungary maintain the obligation to submit a paper application at the same time.

6 of the 27 States or entities where summonses to attend a hearing or a pre-hearing appointment are sent by e-mail nevertheless maintain at the same time a procedure for sending summonses on paper: Azerbaijan, Ireland, Russian Federation, Slovenia, Turkey and UK-Scotland.

Lastly, among the 21 States which say they have a procedure for electronic signature of documents between the courts, users and/or professionals, the signing of a paper original remains obligatory in Romania, Russian Federation, “the former Yugoslav Republic of Macedonia” and Ukraine.

Nevertheless, the continued use of paper seems to apply only to a small proportion of States once they equip their judicial system with information technologies.

In the same way, the fact that costs are sometimes transferred to the user when certain technologies are used may seem at odds with the global aim of reducing expenditure. This is very rare, however, as only 2 States out of 30 (Montenegro and Poland) State that litigants must pay for online access to the stages of proceedings.

A comment from Israel, an outside observer, sheds a different light on this question, which in this case concerns access by litigants to computerised registers. Israel explains that the offices in question come under the responsibility of the Ministry of Justice, and not that of the courts. Any member of the public can therefore pay to have access to the information they provide.

Lastly, the fact that legislation is passed to regulate – but not necessarily restrict – access to certain data may be perceived as a limiting factor on (uncontrolled) efficiency in the use of information technologies.

b) This prompts the question of whether States evaluate the efficiency arising from the use of technology.

Around half the States or entities report they have measured (or had measured) the actual benefits resulting from one or more components of their information system. One aim is to see whether stock decreases or time frame reductions directly linked with one of the components of the information system have been observed. This applies to Austria, Bosnia and Herzegovina, Czech Republic, Denmark, France, Germany, Georgia, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Malta, Monaco, the Netherlands, Norway, Portugal, Slovenia, Spain, Switzerland, “the former Yugoslav Republic of Macedonia”, Turkey, UK-England and Wales, UK-Northern Ireland and UK-Scotland.

Among these States or entities, it may be observed that all have a level of equipment which is either in the process of development (phase 2) or already at an advanced stage (phase 3). However, Estonia, Finland, Latvia and Sweden, although also at phase 3 thanks to a good level of equipment, State that they do not evaluate the actual benefits resulting from the use of these technologies. Furthermore, in the case of States in the process of introducing these technologies and already evaluating the benefits resulting from them, it might be interesting to see in a few years' time whether they have continued (or even stepped up) the computerisation process, which might indicate that they were satisfied with the resulting benefits.

For all that, however, can a definite link be established between the development of information technologies and the obtaining of good results when efficiency and quality are evaluated?

2.2.3 Applying general indicators of efficiency to information technologies: putting their impact on the efficiency and quality of judicial systems into perspective

The idea here is to conduct a different analysis of the possible impact of information technologies on the efficiency and quality of judicial systems by basing our approach on a comparison of the results obtained in computerisation with other variables: budgetary variables (2.2.3.1), the general indicators of efficiency and quality represented by Clearance Rate and Disposition Time (2.2.3.2), governance criteria (2.2.3.3) and criteria related to the involvement of States themselves in measuring the actual benefits resulting from their information system (2.2.3.4).

By combining these different variables we can identify several trends, which can be compared with the comments supplied by States in support of their replies to the questionnaire³⁹.

2.2.3.1 Cross between overall level of equipment and budget parameters

Data relating to the overall level of IT equipment - which determines which of the three levels of the global development index the country or entity belongs to – can be crossed with budgetary parameters: the country's or entity's wealth level and its financial investment in computerisation.

Firstly it should be noted that IT investments are often perennials. Therefore, linking the level of equipment and the financial investment for a given year has limitations, since substantial prior investment could result in an increase in the equipment rate several years later.

Then, maintenance of IT systems already developed lead logically to reduce investment and does not reflect a lack of effort in the country.

Hence, two types of graphs are presented in the context of the present study:

- one for the sole 2014 year, to get a snapshot of the situation, under the previous methodological reservations that have been raised;

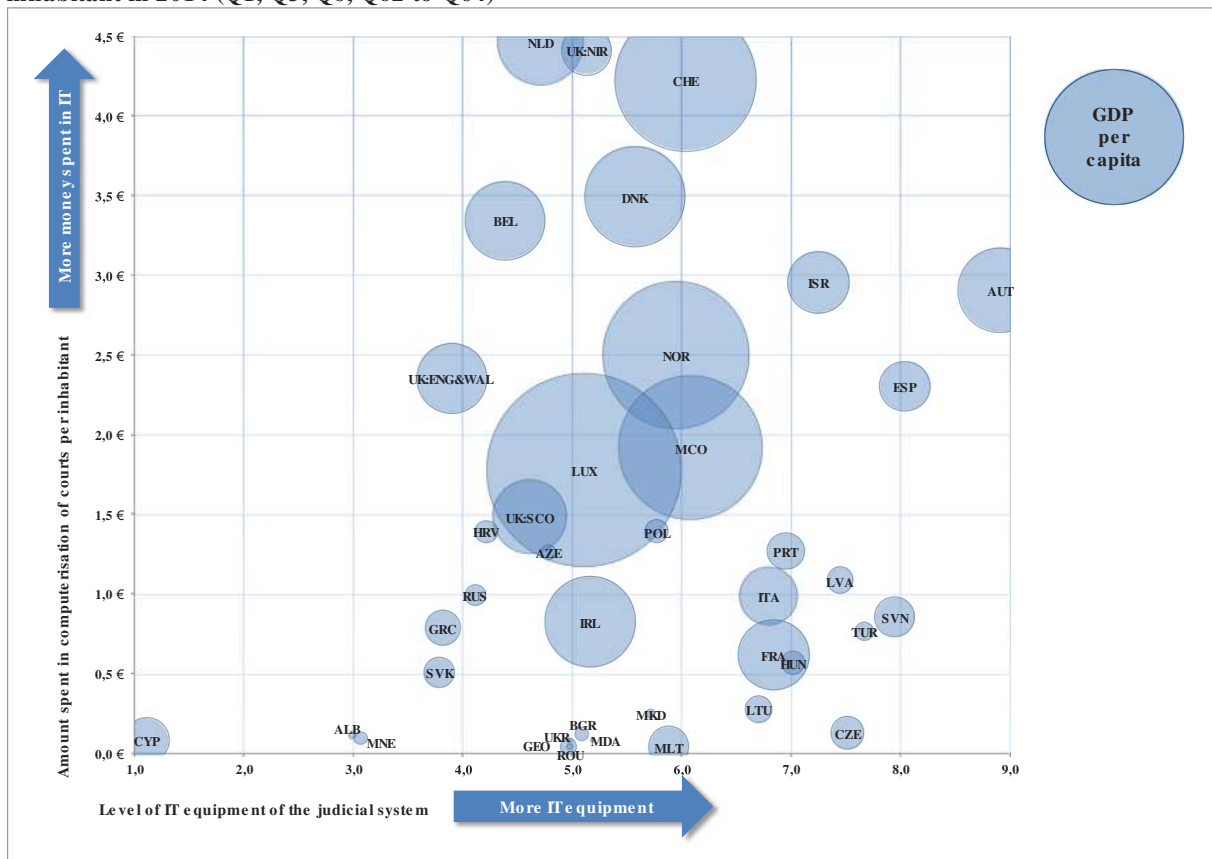
- one that measures IT equipment in 2014 and variations in budget investments in this area between 2012 and 2014.

Future evaluation cycles are likely to bring a more relevant insight that may actually link the financial effort and its results on the evolution of the equipment rate.

³⁹ Reminder: the analyses presented are therefore dependent upon a proper understanding of the questionnaire by the different States and entities and the explanatory information provided.

a) Most States supplied the necessary data for 2014, resulting in this analysis from which three findings can be made.

Figure 7.1 Relation between the level of IT equipment and the budget for computerisation of courts per inhabitant in 2014 (Q1, Q3, Q6, Q62 to Q64)



The figure shows clearly that there is a link between a State's gross domestic product (GDP) and the level of financial investment in computerisation. In the great majority of cases, the States with the lowest GDPs invest only 1 € per inhabitant (European median), or less, in computerisation of the courts. Therefore, the level of computerisation of the courts may appear (quite logically) to depend on the country's or entitie's GDP. However, it may be observed that it is not necessarily the States with the highest GDPs which invest most in this area. Luxembourg, for example, the country with the highest GDP, allocates only 1,8 € per inhabitant to computerisation, which ultimately represents only 1,3 % of the budget of the courts. Monaco, Norway and Switzerland, whose GDPs are of the same magnitude, invest respectively 1,9 €, 2,5 € and 4,2 € per inhabitant. The country with the largest budget devoted to computerisation is the Netherlands, with 4,5 € per inhabitant, although its GDP is half that of Luxembourg.

Indeed, it seems that the States or entities which devote a large proportion of their budget to it have, in the majority of cases, a fairly substantial GDP and also spend considerably more than the European median. This applies to Denmark, Netherlands, Norway, UK-England and Wales, UK-Northern Ireland and UK-Scotland. It should be noted, however, that Azerbaijan is the State which devotes the largest proportion of its budget to computerisation, namely 11,7 %, or 1,3 € per inhabitant, although its GDP is among the lowest.

Nevertheless, the sums allocated to computerisation in 2014 do not always reflect the country's level of IT equipment. Figure 7.1 shows clearly that, of the 11 States with the best levels of IT equipment (over 6,7), 9 - Portugal, Italy, France, Hungary, Latvia, Lithuania, Czech Republic, Slovenia and Turkey – form a fairly uniform group whose distinctive feature is that they only spend 1,3 € or less per inhabitant on this. It should be noted, moreover, that the GDPs of these States are not among the highest.

As previously Stated, it cannot be deduced from this observation that these States or entities do not make efforts as regards the computerisation of the courts. It can only be noted that they have

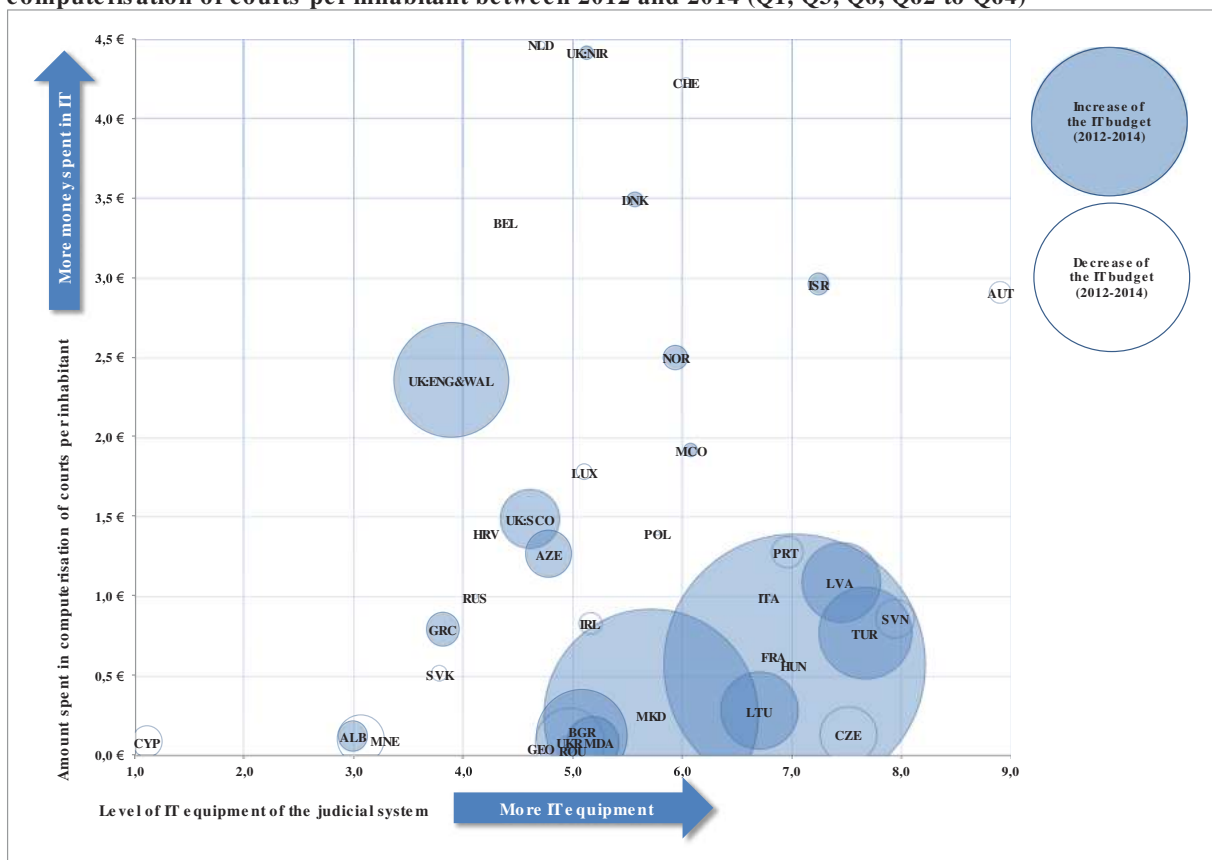
previously invested in IT to achieve the right level of existing equipment and that they are likely today to ensure the maintenance of the existing equipment.

Conversely, some States, despite having increased their level of investment (3,5 € or more per inhabitant), have a fairly moderate level of efficiency in terms of IT equipment (for example, Belgium and Netherlands). Therefore, an increase of the level of equipment can be expected from these countries in the next cycles, which would be a logical translation of their current efforts.

It may thus be seen that the level of equipment cannot be linked with the level of financial investment, nor even with the country's wealth level (GDP) at a given time.

b) These first observations have to be supplemented by an analysis of the budget evolution per inhabitant devoted to computerisation between 2012 and 2014.

Figure 7.2 Relation between the level of IT equipment in 2014 and the variation of the budget for computerisation of courts per inhabitant between 2012 and 2014 (Q1, Q3, Q6, Q62 to Q64)



Two trends can be observed. First, there are the States whose budget variation decreased over that period, meaning that the financial investment took place before 2014. Conversely, other States show an increased budget, indicating that the bulk of the investment is on-going.

In the first category, the largest negative variations (over 50 %) occurred in Montenegro, Czech Republic, Slovenia and Ukraine.

Of the other States or entities, 7 show a positive variation of more than 100 % in the budget devoted to computerisation: Bulgaria, Hungary, Latvia, Lithuania, Turkey, “the former Yugoslav Republic of Macedonia” and UK-England and Wales.

It is interesting to note, however, that of the States whose computerisation budget decreased, 7 have a level of IT equipment that exceeds the European median of 5,46. The States in question are Austria, Italy, Poland, Portugal, Czech Republic, Slovenia and Switzerland. Of these, Austria and Switzerland nevertheless report an increase in the amount devoted to computerisation per inhabitant.

Nearly all the States whose computerisation budget shows a particularly strong increase have a level of IT equipment above the median, for a per capita expenditure of less than, or close to, 1 €.

The case of UK-England and Wales can be underlined. The level of computerisation seems relatively low (below the European median) compared to States or entities which have an equivalent or smaller GDP and/or a sometimes lower level of investment in computerisation, and which, for their part, are at a more advanced level. What one can see, therefore, is a significant effort by these countries in the IT field without yet achieving good results in terms of equipment. Logically, therefore, this points to a future improvement, which could be much more tangible in a future evaluation round.

These different trends can be interpreted by reference to the comments provided by some States.

These show that budget increases over the period 2012-2014 can often be explained by the renewal and maintenance of computer facilities. The trend therefore differs according to the particular year in which the investments were made. This was the case in 2014 in Albania (budget variation of + 42 %), Bulgaria (+ 128 %) and Turkey (+ 130 %). On the same principle, justifying a budget variation in the opposite direction, Montenegro (- 68 %) States that increased funding was put in place between 2012 and 2013 and the Czech Republic mentions large investments in computerisation made in 2009 and 2010.

An increase may also be explained by a desire on the part of the State to allocate a larger budget to a specific programme dedicated to technology. This applies to Greece (+ 46 %), Lithuania (+ 111 %), Norway (+ 34 %) and Turkey, where IT accounts for a large proportion of the budget allocated to the justice system and is part of this country's general move towards more modern and efficient judicial services. Lastly, UK-Scotland reports a large budget increase between 2012 and 2014 connected with some major initiatives in the field of technology. A 2014-2015 annual report⁴⁰ emphasises Scotland's goal of making digital innovation central to the services provided to courts in order to maximise the opportunities offered by technology. The idea is to improve business processes, allow easier and quicker access to, and sharing of, information, and equip courtrooms with video conferencing facilities.

Moreover, some States also mention external financial aids that have an impact on the budget allocated to computerisation. These include the two States with the largest increases in the budget allocated to computerisation. "The former Yugoslav Republic of Macedonia" (+ 301 %) explains that resources supplementing the judicial budget were allocated recently (in 2015) by international organisations under certain projects for the computerisation of the judicial system. In Hungary the budget increased by + 367 %. After a decrease between 2010 and 2012 when a project financed in 2008 came to an end, a significant increase reversed the trend in 2013 thanks to a contribution from Switzerland covering certain developments in the IT and security fields between August 2012 and January 2015. Ongoing projects co-funded by the EU also cover some aspects of IT development. Lastly, Slovenia, which, by contrast, has seen a reduction of 54 % in its computerisation budget, also States that the reason for this variation can be seen in the figures provided, which represent the budget approved by Parliament, whereas the majority of computerisation projects are funded from EU sources, which are not included in those figures.

Lastly, it should be noted that the economic and political context undoubtedly influences decreases in the computerisation budget. For example, Ukraine justifies the negative variation of - 96 % by inflation and widely fluctuating exchange rates. Cyprus explains the 43 % budget decrease by the austerity measures which have affected that country, particularly between 2012 and 2013. The economic situation and stricter control of expenditure by the government are also arguments put forward by Ireland to justify a decrease in funding (- 32 % for computerisation). Portugal mentions a decrease in expenditure due to the decrease in the budget allocated to the "Court XXI" project (a project designed to promote paperless judicial proceedings) and the merger of the Institute for IT in the Justice System (Instituto das Tecnologias Informáticas da Justiça - ITIJ) and the Institute for Financial Management and Facilities (Instituto de Gestão Financeira e Equipamentos da Justiça) which resulted in a significant budget reduction for the Ministry of Justice between 2012 and 2013.

⁴⁰ Scottish court service, Annual Report and Accounts 2014-15, p.14. Available online: www.scotcourts.gov.uk/about-the-scottish-court-service/reports-data.

Subject to the comments relating to the specificity of the budgetary data related to IT investment, it seems that it cannot be established strong correlation between the level of wealth and the level of computer equipment.

Only a longer-term review, in subsequent cycles, the evolution of budgets and the level of computer equipment, could possibly provide an initial tendency as regards the ability of countries to invest effectively in their information systems.

2.2.3.2 Cross between overall equipment level per matter and performance indicators

Another reading of the data is possible by combining, for each branch of law, overall equipment level, Clearance Rate (CR) and Disposition Time (DT).

The general indicators of efficiency and quality represented by Clearance Rate and Disposition Time have already been specifically discussed in previous CEPEJ reports⁴¹. They are related to the delicate problem of judicial time management, which is the subject of studies by the SATURN Centre, set up by the CEPEJ in 2007. Observation of judicial time frames in different States is a crucial indicator of efficiency, to which the Justice Ministers of the Council of Europe Member states attach great value⁴². To meet the SATURN guidelines on time management and permit assessment of these criteria, court performance indicators were devised on the basis of general data relating to the courts, the number of cases and their duration, and other relevant information on the courts and the judicial system.

The Clearance Rate shows whether the courts are able to process the number of incoming cases without increasing the stock of pending cases. This figure can therefore be useful, even if the cases concerned are not identical in scope. It is calculated by dividing the number of resolved cases by the number of new cases and multiplying the result by 100⁴³. As explained in the general report, a Clearance Rate over 100 % means that the judicial system of the State in question is capable of processing a larger number of cases than the number of new cases coming into the system and therefore potentially reducing the existing stock of cases. This is accordingly an important indicator of efficiency.

Another indication of the efficiency of the judicial system can be provided by the estimated time for disposing of the stock of pending cases (Disposition Time). By using a specific calculation method it is possible to obtain data on the estimated time needed to close a case. This method provides some relevant indications concerning the overall functioning of a country's courts. This indicator is calculated by dividing the number of days in a year by a figure corresponding to the case turnover ratio (i.e. the number of cases resolved over a given period divided by the number of cases unresolved at the end of the period). The result therefore expresses the time (hypothetically) needed, in days, for a case to be resolved by the courts. The higher the Disposition Time, the greater the number of days required and the less efficient the system is.

c) Where civil and commercial matters (litigious cases) are concerned, 23 States or entities provided data that can be used to calculate the corresponding Clearance Rates and Disposition Times. Several observations can be made.

⁴¹ CEPEJ, *European Judicial Systems – Edition 2014 (2012 data): efficiency and quality of justice*, CEPEJ Studies No. 20, Council of Europe Publishing, pp. 190 ff.

⁴² 30th Council of Europe Conference of Ministers of Justice, Resolution No. 1 on 'a modern, transparent and efficient justice', 26 November 2000.

⁴³ *Ibid*, p. 199.

Figure 8.1 Civil and commercial litigious cases : impact of IT systems on efficiency in 2014 (Q62 to Q64, Q91, Q97, Q99)



Over half the States have a Clearance Rate of over 100 %. These are Bosnia and Herzegovina, Czech Republic, Denmark, Estonia, Hungary, Italy, Monaco, Romania, Slovenia, Sweden, Switzerland, “the former Yugoslav Republic of Macedonia” and Ukraine.

At the same time, the figures for the equipment rate in civil matters⁴⁴ show that the European median stands at 5.1 and that the following countries are below that level: Azerbaijan, Bosnia and Herzegovina, Romania, Serbia, “the former Yugoslav Republic of Macedonia” and Ukraine.

Overall, therefore, it can be seen that the States with the best Clearance Rates (CR) for civil and commercial litigious cases are not necessarily those which have the most advanced level in terms of IT. Hence – leaving aside the case of Slovenia – Bosnia and Herzegovina (CR of 107.6 %), Italy (CR of 118.8 %), Monaco (CR of 109.1 %), Romania (CR of 107.8 %) and “the former Yugoslav Republic of Macedonia” (CR of 110.3 %) have the best Clearance Rates in civil matters, whereas they are not the best-equipped States in IT terms, and even fall below the median in the case of Bosnia and Herzegovina and Romania.

Furthermore, of the 23 States which supplied the necessary data, 17 have an IT equipment rate in civil matters of 5.1 or more. 7 States nevertheless have a Clearance Rate of less than 100 %: France, Georgia, Germany, Latvia, Lithuania, and Poland.

Clearly, however, the States with the lowest equipment rates have CRs of less than 100 %. This is the case with Serbia and Montenegro, the latter having the lowest CR of all at 84.2 %.

If Disposition Time is factored in, the information can be further refined by a dual analysis. The first question to be considered is whether the fact of being well equipped with IT can have an impact on the estimated Disposition Time of the stock of pending cases. What emerges is that this variable may ultimately appear relatively non-discriminative in this regard. Indeed, some States with an equipment

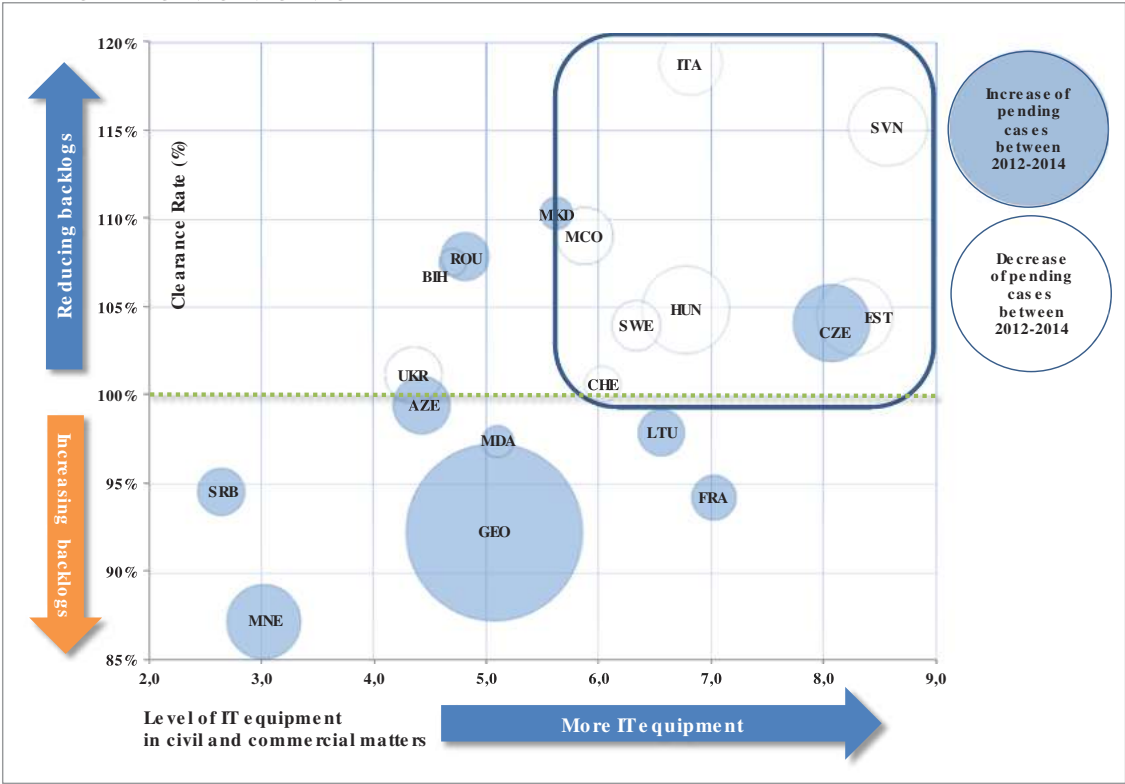
⁴⁴ See Appendix 1.

rate above the European median have a fairly high Disposition Time (these include France, Italy, Latvia and Monaco). Conversely, it may be seen that the States with the lowest Disposition Time have IT equipment rates below or just on the European median. This applies to Azerbaijan, Georgia, “the former Yugoslav Republic of Macedonia” and Ukraine.

Secondly, it is doubtful whether a link can be established between Disposition Time and Clearance Rate. In fact, it is striking to note that three of the countries with the highest Disposition Time (Bosnia and Herzegovina, Italy and Monaco), meaning that the estimated time for disposing of the stock of pending cases is long, nevertheless have a Clearance Rate of more than 100 % and are among the most efficient.

Lastly, it may be interesting to focus on another indicator, namely the variation in the number of pending cases (per 100 inhabitants) over the period 2012-2014. For methodological reasons – the 25 States did not all supply useable data for the whole of this period – the analysis is based on a sample of 19 States only.

Figure 8.2 Civil and commercial litigious cases : impact of IT systems on efficiency between 2012 and 2014 (Q62 to Q64, Q91, Q97, Q99)



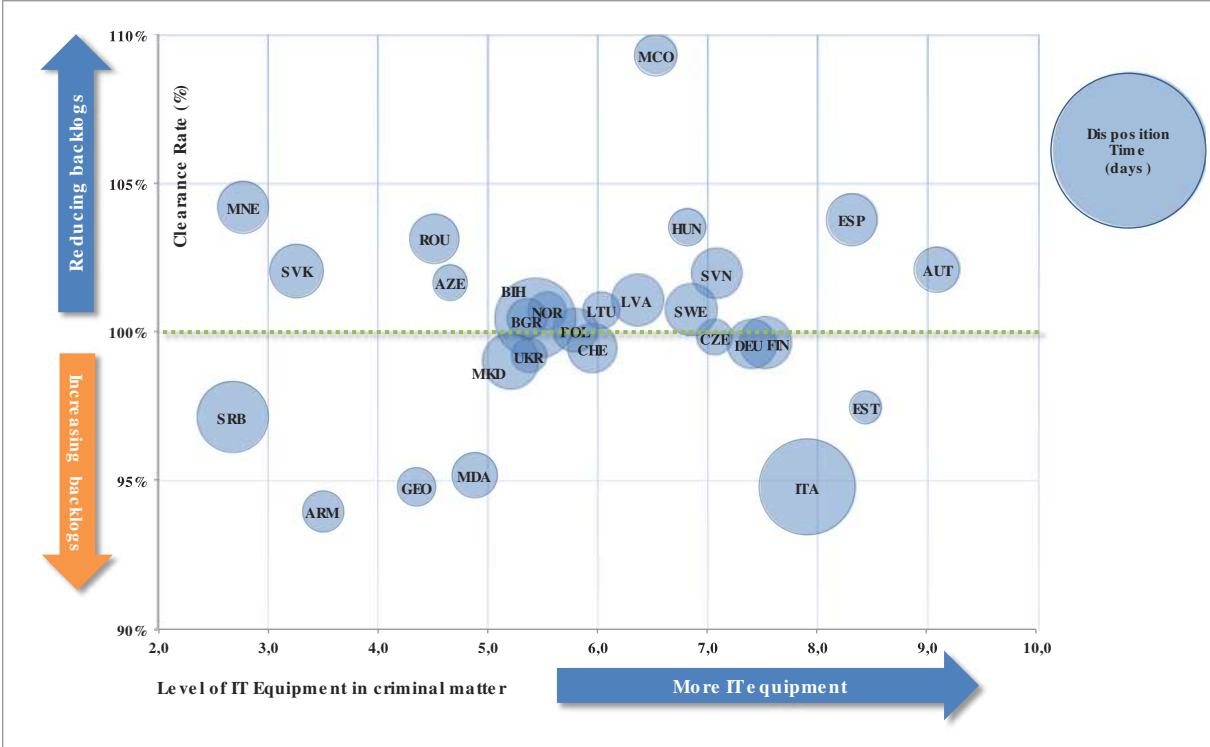
This figure shows that 8 States (Estonia, Hungary, Italy, Monaco, Slovenia, Sweden, Switzerland and Ukraine) saw a drop in the number of cases pending before the courts during this period. They have equipment rates above the European median of 5.1 and Clearance Rates of more than 100 %, except for Ukraine as far as the equipment rate is concerned. These findings suggest that IT has enabled them to achieve greater efficiency in case processing, even if the actual time taken to process pending cases is sometimes very long (as in Italy). Conversely, the situation in Georgia shows that the country is faced with a significant increase in the number of pending cases. Its IT equipment rate in civil matters comes just up to the European median and the Clearance Rate (92.3 %) remains low. On the whole, the same applies to all 7 States with Clearance Rates below 100 %. All are faced with an increase in the stock of pending cases and in most cases have an IT equipment rate below or equal to the European median. Only France (with a rate of 7) and Lithuania (6,6) seem to be making an effort in terms of equipment without, however, achieving a Clearance Rate of more than 100 % or managing to reduce the number of cases still in stock.

It seems therefore, despite everything, that computerisation of the civil courts mostly has a positive influence on reducing the number of pending cases and improving the Clearance Rate. However, this factor is clearly not sufficient to ensure that incoming cases are always efficiently processed.

d) In criminal matters, it is important first of all to put the reliability of the aggregate figures in perspective, given the very wide variety of cases handled by countries, which detracts from the comparability of the data. Thus some States include in this scope of litigation misdemeanour cases (traffic litigation for example) and others exclude them.

With this methodological reservation, 29 States or entities supplied data making it possible to gauge findings concerning Clearance Rates, Disposition Times and equipment rates and to cross all these variables.

Figure 8.3 Criminal cases : impact of IT s systems on efficiency in 2014 (Q62 to Q64, Q94, Q98, Q100)



The vertical axis corresponds to the Clearance Rate and the horizontal axis corresponds to the level of equipment in criminal matters, the effect of these two variables being further adjusted to reflect the time taken to process a case (Disposition Time).

Over half of the States represented (17) have a Clearance Rate of more than 100 %: Austria, Azerbaijan, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary, Latvia, Lithuania, Monaco, Montenegro, Norway, Poland, Romania, Slovakia, Slovenia, Spain and Sweden.

The results for the level of equipment in criminal matters reproduced in Table 1 (see Appendix) show that the European median stands at 5,4. Austria, Bosnia and Herzegovina, Czech Republic, Estonia, Finland, Germany, Hungary, Italy, Latvia, Lithuania, Monaco, Norway, Poland, Slovenia, Spain, Sweden, Switzerland and Ukraine thus have a level of equipment in criminal matters which is greater than or equal to the European median.

If one combines this information, in contrast to the findings from the previous diagram, the distribution of the data is more homogeneous because they all occupy the bottom two quadrants.

This diagram shows that the level of equipment appears to influence to some extent the CR in criminal matters.

On the whole, the countries form a very compact group growing in structure along the equipment rate axis.

Where the median of 5,4 for equipment is attained or almost attained, it may be observed that a larger number of States also exceed the 100 % threshold for Clearance Rate. Hence it may be observed that Clearance Rates increase significantly once the equipment rate reaches 5,2. 18 States (Austria, Bosnia and Herzegovina, Bulgaria, Czech Republic, Finland, Germany, Hungary, Latvia, Lithuania, Monaco, Norway, Poland, Slovenia, Spain, Sweden, Switzerland, “the former Yugoslav Republic of Macedonia” and Ukraine) have a Clearance Rate of 100 % or close to 100 %.

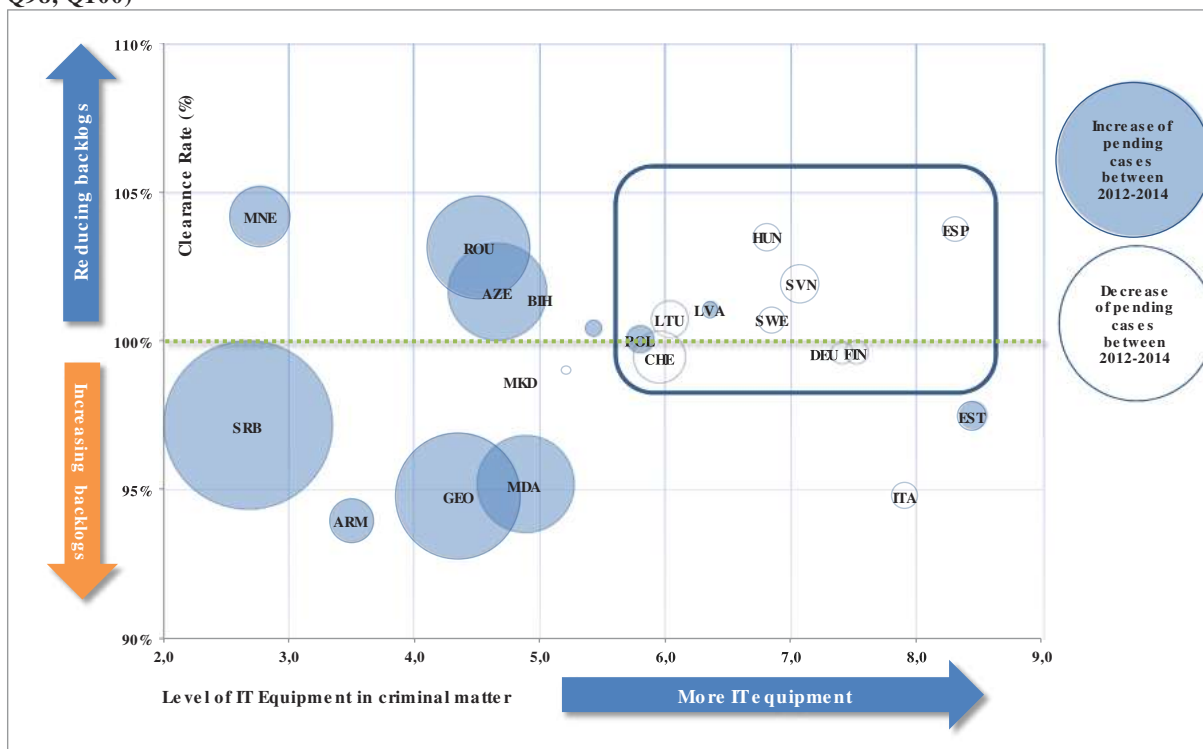
The situation of 4 States warrants particular attention. 2 have a higher Clearance Rate than the others, although they do not have a very high level of IT equipment in criminal matters. The most striking case is Croatia, with a very high Clearance Rate (over 130 %), combined, however, with a below-average equipment rate. Monaco, for its part, has a Clearance Rate of 109,3 % and an equipment rate of 5,9. Conversely, Estonia and Italy, despite having a good equipment rate (8,4 for Estonia and 7,9 for Italy), have Clearance Rates that are among the lowest of the 30 States or entities studied, namely 97,5 % in the case of Estonia and 94,8 % in the case of Italy.

Looking now at the Disposition Time variable, it can be noted that the level of equipment has little visible impact on it. The effect of this criterion remains substantially equivalent whatever the level of equipment. 5 States (Albania, Armenia, Serbia, Slovakia and “the former Yugoslav Republic of Macedonia”) have a low level of equipment which might influence the time taken to process a case. At the other end of the continuum, it will be noted that some well-equipped States (Finland, Italy, Czech Republic, Slovenia and Sweden) also seem to spend a relatively long time processing cases⁴⁵.

In line with the approach adopted for civil and commercial litigious matters, it may be interesting to look at the variation in the number of pending cases in criminal matters (per 100 inhabitants) over the period 2012-2014. 21 States supplied data for this period that can be used to undertake such an analysis.

⁴⁵ See CEPEJ 2016 evaluation report (data 2014) regarding a more accurate analysis of Disposition Time in criminal matters - for example it is worth noting that in Sweden the increase in processing time is partly due to the Supreme Court who directed prioritisation of treatment of its litigation.

Figure 8.4 Criminal cases : impact of IT systems on efficiency between 2012 and 2014 (Q62 to Q64, Q94, Q98, Q100)



The results tie in with what was said above because figure 6.5.4 brings out clearly a group of States or entities which reduced the number of pending cases during that period and, at the same time, have a level of IT equipment above the European median in criminal matters and a Clearance Rate in excess of, or at least very close to, 100 %. These countries are Finland, Germany, Hungary, Lithuania, Slovenia, Spain, Sweden and Switzerland. Conversely, 7 States (Armenia, Azerbaijan, Georgia, Republic of Moldova, Romania, Serbia and “the former Yugoslav Republic of Macedonia”) with equipment rates under 5,4 seem to have experienced greater difficulty in reducing the number of pending cases. In this group, Azerbaijan, Romania and “the former Yugoslav Republic of Macedonia” nevertheless have Clearance Rates of more than 100 %.

Once again, Italy is a special case. While the high Disposition Time in criminal matters and the Clearance Rate of less than 95 % reflect a low level of efficiency in case processing, one can nevertheless observe a reduction in the number of pending cases.

- Overall, computerisation seems to have a greater impact on Clearance Rates and Disposition Times in criminal matters than in civil and commercial litigious matters. It may be speculated that one of the reasons for this is that, in criminal matters, the development of IT has benefited the most straightforward cases, which are the most numerous.

The breakdown of severe criminal cases at first instance⁴⁶ shows that the percentage of criminal cases processed or awaiting processing in the courts is for the most part smaller than the proportion of other cases. If one now compares the observations made in respect of diagram 6.5.2 with that analysis, it supports the assumption. The States which reduced the number of pending cases during the period 2012-2014, and which have a level of IT equipment above the European median, fall into two categories. Some States – such as Hungary or Switzerland – indicate that the number of serious cases is smaller than the number of other cases. On the other hand, Latvia and Spain, for example, have to contend with an initially higher percentage of serious cases, but are faced with an influx of more straightforward cases whose number is proportionally even higher. Accordingly, where the number of straightforward cases pending at the end of the year is found to have decreased in

⁴⁶ See chapter 5 in the report 2016 (2014 data) of the European Commission for the Efficiency of Justice (CEPEJ)

relation to the number of serious cases, it may be inferred that the speedier processing of these “straightforward” cases was certainly made possible by IT tools.

The situation in two States may add weight to these observations. First, Italy, where a good level of equipment was noted (close to 8/10) and the success achieved in reducing the stock of pending cases despite having a Clearance Rate well below 100 %. A look at the breakdown of criminal cases shows that the most serious cases account for the great majority. The number of “other” cases still in stock may be low, but the number of serious cases is not getting any smaller. This might be one of the reasons for the Clearance Rate below 100 %. Secondly, the case of Serbia shows that this State has to contend with a very small number of serious cases in relation to other cases. Yet the number of pending cases does not appear to be decreasing. Consequently, might its low level of IT equipment in criminal matters not be one of the factors responsible for this situation?

- The results for some States prompt further questions. IT appears to be just one factor among others contributing to efficiency.

In civil matters, Italy appears to be a special case because, although this country has relatively highly developed IT facilities combined with a very good Clearance Rate of 118 %, it still has a high Disposition Time. In criminal matters, it will be noted that its Disposition Time remains high, but that the Clearance Rate goes below 100 %. The explanation for these results might therefore lie in the structural difficulties with which this country is faced. Judicial time is dependent on specific procedural features which may account for some delay in the processing of cases. The European Court of Human Rights has found against Italy for the excessive length of its judicial proceedings in numerous cases. Law No. 89 of 24 March 2001, known as the “Pinto Law”, made it possible for individuals to apply to a court for compensation for the length of the main proceedings and immediate redress for the violation of ECHR Article 6. However, while a significant improvement in procedural time frames was noticeable as from 2004, a “zigzag” pattern was observed between 2006 and 2011⁴⁷, due in particular to the fact that cases of compensation handled by Italian domestic courts under the “Pinto Law” were once again pending. The implementation of this remedy is often deemed inadequate owing mainly to the amount of compensation awarded and the excessive length of the proceedings to which it in turn gives rise⁴⁸. The comments submitted in the reply to the questionnaire provide further information. It is pointed out that the necessary computer equipment has not all been received yet, leading to a slight delay in the timetable set, and also that the investment in new IT solutions should be accompanied by suitable training for users, which is not always the case. Lastly, the analysis conducted by Daniela PIANA, professor at the University of Bologna (Italy), sheds further light on the situation in Italy⁴⁹. What is distinctive about it is that it is not based on a centralised system as in France: the initial impetus for administrative innovation does not come from the ministry, but usually from local initiatives which then filter up to the national level. This to-ing and fro-ing between the ministry and the local level is thought to be a factor in the increased time frames.

The situation in France also calls for comment. A comparison with the situation in Italy in civil matters is striking. Although the equipment rates are virtually identical, there is a difference of 25 points between the two Clearance Rates. Despite its highly developed IT facilities, France has a high Disposition Time and a Clearance Rate below 100 % in civil matters. The explanation for this might lie in the type of equipment used. The questionnaire did not allow for the different generations of hardware to be identified, but one feature of the French IT system is that it was put in place in the 1990s or even earlier. Consequently, despite major investments in the past, this country is currently faced with the obsolescence of its IT applications, which detracts from the efficiency of the system. A renewal of IT equipment is planned and will be completed in the years ahead thanks to the “Portalis” project, designed to merge all existing civil-law applications into a single application⁵⁰.

⁴⁷ European Commission for the Efficiency of Justice (CEPEJ) - Length of court proceedings in the Member states of the Council of Europe based on the case-law of the European Court of Human Rights (State as at 31 July 2011), p. 73.

⁴⁸ *Ibid.*, p. 16.

⁴⁹ Daniela Piana, “La justice électronique territorialisée: gouvernance et réforme judiciaire en Italie”, available in French only, interview conducted in February 2016, available online : ihej.org/wp-content/uploads/2016/03/Entretien-Daniela-Piana-Mise-en-page-IHEJ-Version-finale.pdf

⁵⁰ See, inter alia, The Letter to judges and Department of Justice officials “La Lettre aux magistrats et aux agents du ministère de la Justice”, Electronic communicationⁿ 13, March 2015. Available online: www.justice.gouv.fr/publication/lettres/lettre_13.pdf

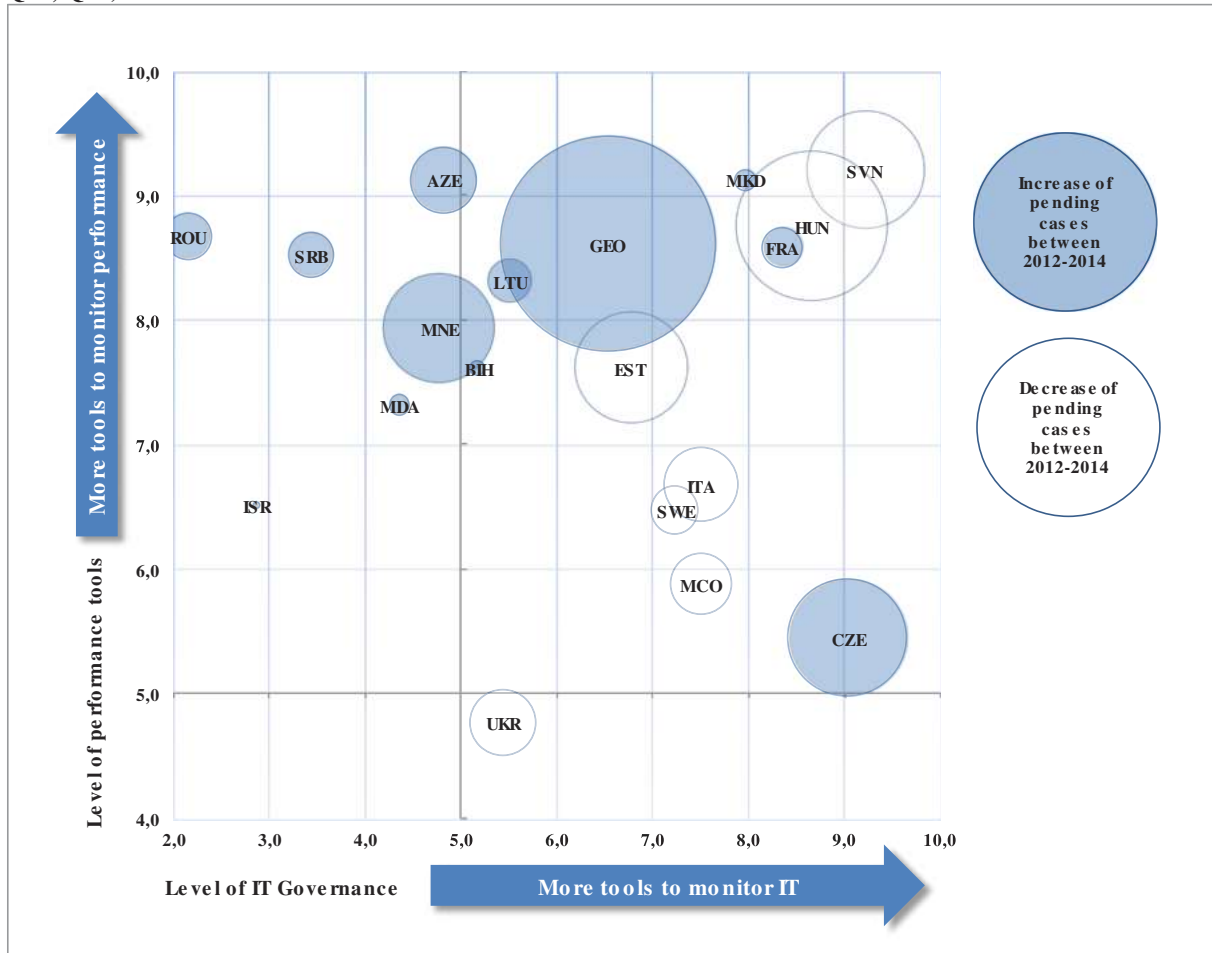
On the other hand, it is clear that some States achieve good results in terms of Clearance Rate and Disposition Time despite having a level of IT equipment that falls short of the European median. Examples include Azerbaijan and Ukraine, in both civil and criminal matters.

- Hence, while it seems impossible to establish a definite link between computerisation and the efficiency of judicial systems, it may nevertheless be concluded from these observations relating to Clearance Rates and Disposition Times that there is a clear improvement in the majority of States and entities engaged in computerisation of their courts.

2.2.3.3 Cross between governance level and tools to measure performance

It is interesting to continue the analysis by seeing whether the States enjoying good governance of IT projects have, as a corollary, a good performance level.

Figure 9 Relation between the level of IT Governance, the level of performance tools in 2014 and efficiency (civil and commercial litigious cases between 2012 and 2014) (Q1, Q62 à Q65, Q66 à 83.3, Q91, Q97, Q99)



Comments

Georgia: the increase of the pending cases / 100 inhabitants is about 153 % and has been represented as 53 % in the graphic 9, to ensure the visibility of the other countries. This situation seems to be explained by the expiration of the 10 years tenure of some judges that caused an increase of the pending cases between 2012 and 2014.

Switzerland: this country is not included in the figure due to the specificities highlighted by this federal State which do not allow full comparison of performance tools with other countries.

a) This figure explores the relationship between two indicators, each represented on orthogonal axes.

- The level of governance of IT systems (horizontal axis) is calculated on the basis of the results derived from the answers to the questions about the management of the project and governance. By way of reminder, this overall level of governance takes into account, first of all, the level of management of the project (the project manager being the person who takes ultimate responsibility for all aspects of projects and leads them in all their complexity) and the level of strategic governance, consisting of a set of functions (management, leadership) performed by a body with no specialist knowledge of IT systems.

• For its part, the performance level (vertical axis) is an indicator which is not specific to II⁵¹. Calculation is based on 3 variables.

> 1- First, the existence or non-existence of national policies applied at the level of the courts and prosecution service.

> 2- The performance of the courts is then evaluated on the basis of six criteria.

The first criterion, measurement of the activity of the courts, indicates whether the courts have a system for regular monitoring of the output of the courts, in particular via data collection and statistical analyses. The existence of a system for evaluating the performance of judicial systems, including a longer-term vision, is also taken into account.

Performance and evaluation of the courts also take into account the existence of objectives for the courts and the use of performance and quality indicators to assess the achievement of the objectives set.

The involvement of an institution specialising in compiling statistics and responsible for data used to monitor the activity of the courts is a further criterion.

The other two criteria concern the administration of the courts. They concern the existence of a body or process for consultation between the prosecution service and the courts about the referral of cases to courts (for example, organisation, number and schedule of hearings, judges on stand-by to deal with urgent cases, choice of simplified forms of proceedings) and between lawyers and the courts about the referral of cases to courts in non-criminal matters (for example, organisation, number and schedule of hearings, judges on stand-by to deal with urgent cases, procedural channels and case management).

> 3- Lastly, the level of performance includes the setting of performance objectives for each judge. These are therefore quantitative objectives used to measure the individual work of each judge participating in the work of the court as a whole, for example a given number of cases to process each month or each year.

b) Several observations arise from a comparison of these two indicators.

The European median stands at 5.4/10 for the II governance indicator and 6.5/10 for the performance indicator.

In connection with these threshold values, one may observe that the 19 States which supplied useable data can be broken down into three groups:

- 4 States (Czech Republic, Italy, Monaco, and Sweden) have an II governance rate above the European median but a performance rate of less than 6.5;
- On the other hand, 6 States (Azerbaijan, Bosnia and Herzegovina, Republic of Moldova, Montenegro, Romania and Serbia) have a performance level above the European median but a governance rate of less than 5.4;
- 7 States exceed the European medians for both criteria: Estonia, France, Georgia, Hungary, Lithuania, Slovenia and “The former Yugoslav Republic of Macedonia”;
- Lastly, Ukraine has II governance and performance levels which are both below or equal to the European medians.

⁵¹ This indicator is based on analysis of the replies to questions 66 to 83.3 of the questionnaire (2014 data). See appendix 1, under the extent of the figure 9.

It may be seen, therefore, that there is no systematic correlation between the level of performance and the development of IT governance tools.

- These observations may be combined with the study of a third variable: the variation over time of the stock of pending cases in civil matters, already used in Figure 8.2.

7 States managed to reduce the stock of pending cases in civil matters: Estonia, Hungary, Italy, Monaco, Slovenia, Sweden and Ukraine. Two-thirds of these States have governance and performance management rates above 5, the exception being Ukraine.

Hungary and Slovenia manage to satisfy the three criteria (an IT governance rate and a performance rate both higher than the European median and a reduction in the stock of cases between 2012 and 2014).

The situation of Georgia warrants a closer look at the reasons for the results observed. Whereas its IT governance level is 6.5, that is well above the European median, and its level of IT equipment is also high (8.5), this country has to contend with an extremely sharp increase in the number of pending cases, namely + 153.2 %. As indicated in the caption to the diagram, this situation may find an explanation in the fact that the ten-year term of office of some judges came to an end during this period, leading to an increase in the stock of cases.

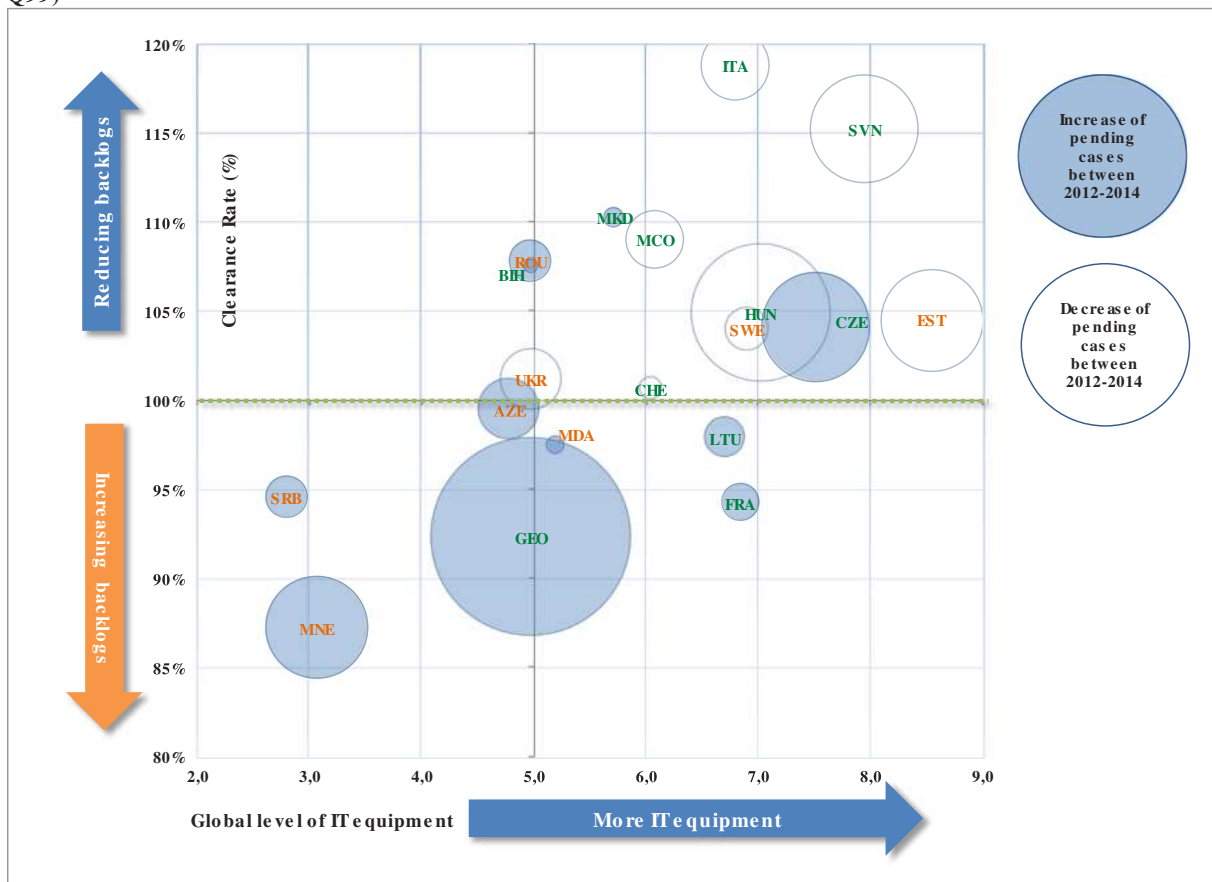
It might therefore be assumed that the combination of IT governance and performance factors improves the processing of cases in stock through the use of technological tools.

2.2.3.4 Cross between overall equipment level, Clearance Rate and tools to measure the benefits of the information system

Lastly, one can try to examine whether the States which indicated that they measure (or have measured) the actual benefits resulting from one or more components of their information systems achieve a good level of IT equipment, a Clearance Rate of over 100 and a reduction in the stock of pending cases.

Figure 10 makes it possible to develop some lines of thought on this aspect and to explore in greater depth the ideas set out in section 2.2.2 of this second part of the report.

Figure 10 Relation between the global level of IT equipment, Clearance Rate in 2014 and the variation of pending cases between 2012 and 2014 (civil and commercial litigious cases) (Q1, Q62 à Q64, Q91, Q97, Q99)



In green: Existence of policies for measuring the return on investment of IT systems
In orange: No policy of measuring the return on investment of IT systems

Note: for Georgia, the increase of the pending cases is about 153 % and has been represented as 53 % in the graphic 10, to ensure the visibility of the other countries. This situation seems to be explained by the expiration of the 10 years tenure of some judges that caused an increase of the pending cases between 2012 and 2014.

Of the 18 States in a position to be represented on this diagram, the intersection of these criteria shows clearly that all of them, except for Estonia and Sweden, having an IT equipment rate above the European median of 5.1 and a Clearance Rate of more than 100 %, carry out studies on return on investment.

However, this does not seem to be a sufficient criterion because Georgia, Lithuania and France, despite having an equipment rate close to the European median, have a Clearance Rate of less than 100 %.

It is clear, however, that the majority of the countries represented which do not carry out this type of study have a low equipment rate (below 5) and also a Clearance Rate of less than 100 %.

A comparison of these indicators therefore seems to justify the conclusion that the carrying out of studies to evaluate the return on investment definitely helps States to improve their level of equipment and that, furthermore, when that level becomes good, exceeding the European median, a good Clearance Rate can generally be observed.

2.3 SUMMARY OF THE FINDINGS

Several conclusions may be drawn from the above observations.

- Information technologies have, in some respects, made it possible to improve the efficiency and quality of judicial systems. This finding is consistent with States' and entities' initiatives in this area.
- However, there seems to be no obvious link between the level of IT equipment and good results as reflected in the efficiency indicators represented by Clearance Rate and Disposition Time.
- Consideration of other factors may also help to explain the trends observed:
 - When computerisation is not associated with a specific organisation, it appears, as such, to be less efficient. The States and entities with the most highly developed IT are not necessarily the most efficient. Instead of being a simple mere tool for the courts, the integration of IT in an organisational process of performance, coupled with a policy of change management involving all stakeholders could be a success factor.
 - The influence of computerisation itself remains moderate, as the States which score highly in terms of IT equipment are not necessarily those with the greatest efficiency. Other external parameters, sometimes intrinsic to each State or entity, can play a major role and must therefore be considered.
 - Moreover, work carried out by States themselves to measure and analyse the actual benefits resulting from information systems seems to contribute to decisions to invest in a better level of IT equipment.
- It follows from this that IT is essential but is not the only key to improved performance.

The findings, questions and assumptions set out in this report will need to be updated in the years ahead in order to confirm or repudiate the trends identified.

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ANNEX 1: TABLES WITH THE ANSWERS OF THE STATES OR ENTITIES (Q62 TO Q65, Q66 TO Q83.3)

Extent of summary of IT developments indices in each field (Q62 to Q65)

States / Entities	Global IT Development level				Equipment				Legal framework	Governance and strategy		Index of development of tools			Matter			
	Equipment	Legal framework	Governance	Global index	Direct assistance	Administration	Communication	Project management		Governance	Efficacy	Quality	Civil	Criminal	Administrative	Other		
																	1	2
Albania	1	1	1	3.0	3.9	3.6	1.5	1.4	3.6	1.8	2.2	2.4	3.0	2.6	3.5	3.5		
Armenia	2	1	1	3.3	8.2	1.2	0.5	1.4	1.4	2.5	1.6	2.0	3.2	3.5	3.2	3.2		
Austria	3	3	3	8.9	9.0	8.8	8.9	9.3	7.3	9.3	9.2	9.3	9.0	9.1	8.7	8.7		
Azerbaijan	2	2	2	4.8	5.3	5.7	3.3	3.6	4.5	5.1	3.8	4.5	4.4	4.7	5.2	5.2		
Belgium	2	1	1	4.4	6.8	4.2	2.2	2.5	1.8	3.4	2.9	3.3	4.2	5.1	4.1	3.9		
Bosnia and Herzegovina	2	1	2	5.0	5.6	6.9	2.4	2.3	5.5	4.9	3.5	3.9	4.7	5.4	4.9	4.9		
Bulgaria	2	1	1	5.1	5.5	6.2	3.6	2.9	0.9	4.6	3.8	4.4	4.4	5.3	5.3	5.3		
Croatia	2	2	2	4.2	5.7	4.9	2.1	3.2	4.5	3.7	3.0	3.5	4.6	4.4	3.8	4.0		
Cyprus	1	1	1	1.1	3.2	0.0	0.1	0.0	0.0	0.9	0.6	0.5	1.4	0.7	1.4	1.4		
Czech Republic	3	3	3	7.5	6.7	7.6	8.2	9.1	10.0	8.1	8.4	7.7	8.4	7.1	8.2	7.6		
Denmark	2	2	2	5.6	6.0	6.1	4.6	4.3	7.3	6.6	5.8	5.4	5.8	5.4	5.6	5.9		
Estonia	3	3	3	8.6	9.4	9.1	7.2	7.1	4.5	9.0	7.5	8.2	8.3	8.4	8.8	8.8		
Finland	3	3	3	7.3	8.4	7.1	6.5	8.6	3.6	6.7	7.2	7.0	7.5	7.5	7.3	7.1		
France	2	2	3	6.8	8.2	7.4	4.9	6.4	10.0	6.7	6.2	6.2	7.0	7.6	7.1	5.7		
Georgia	2	2	2	5.0	5.0	5.3	4.6	3.6	8.2	4.9	4.5	5.2	6.2	4.3	5.7	5.6		
Germany	3	3	3	7.3	8.6	6.5	6.7	7.1	8.2	6.6	7.1	7.0	7.4	7.4	7.2	7.0		
Greece	2	2	1	3.8	3.9	4.8	2.7	3.9	0.9	3.4	3.2	3.5	2.9	4.6	3.8	3.4		
Hungary	3	2	3	7.0	8.5	7.5	5.0	5.4	8.6	8.7	6.2	6.4	6.8	6.8	7.5	7.5		
Iceland	1	1	1	2.3	4.4	1.4	1.3	1.4	0.9	2.1	1.5	1.9	2.8	2.1	2.2	2.2		
Ireland	2	2	2	5.2	5.5	5.5	4.5	5.0	5.5	5.2	4.3	5.0	5.1	4.6	6.0	6.0		
Italy	2	2	3	6.8	8.3	6.4	5.7	6.4	7.3	7.8	6.3	6.2	6.8	7.9	7.0	5.5		
Latvia	3	2	3	7.4	6.6	8.3	7.5	3.6	6.4	7.8	7.4	7.4	7.9	6.4	8.2	8.5		
Lithuania	2	2	2	6.7	8.4	7.0	4.7	5.0	4.1	6.9	5.4	5.5	6.6	6.0	7.6	7.1		
Luxembourg	2	1	2	5.1	7.1	5.5	2.7	2.3	7.3	5.2	4.1	4.4	4.8	5.6	5.0	5.0		
Malta	2	1	2	5.9	7.3	5.9	4.5	1.4	5.0	6.2	4.9	5.3	5.9	5.3	6.5	6.4		
Republic of Moldova	2	2	2	5.2	7.3	5.7	2.6	3.6	3.6	5.1	4.0	4.4	5.1	4.9	5.8	5.6		
Monaco	2	3	3	6.1	7.3	7.3	3.2	3.0	9.1	5.9	5.0	4.7	5.9	6.5	6.2	6.1		
Montenegro	2	1	2	3.1	3.5	4.3	1.4	2.1	5.5	4.1	2.4	2.8	3.0	2.8	3.5	3.5		
Netherlands	2	1	2	4.7	6.8	4.9	2.4	2.9	6.4	5.2	3.5	3.6	4.8	4.4	5.2	5.0		
Norway	2	2	2	5.9	7.2	6.2	4.4	5.2	6.4	7.1	5.0	5.5	5.8	5.5	6.5	6.6		
Poland	2	2	2	5.8	6.6	6.0	4.7	5.0	4.5	5.2	4.9	5.3	6.0	5.8	5.3	5.6		
Portugal	2	2	2	7.0	7.4	7.2	6.3	6.8	3.6	6.4	6.4	6.5	6.7	7.1	7.5	6.5		
Romania	2	2	1	5.0	4.2	6.7	4.0	3.6	0.0	4.3	4.1	4.1	4.8	4.5	5.8	5.5		
Russian Federation	2	1	2	4.1	4.2	4.9	3.2	1.4	3.2	4.0	2.6	3.3	3.6	4.2	4.4	4.4		
Serbia	1	1	2	2.8	2.9	3.8	1.7	2.5	3.6	3.2	2.1	2.0	2.7	2.7	3.2	3.1		
Slovakia	2	2	2	3.8	6.0	3.2	2.2	3.0	3.2	3.7	2.3	2.7	4.2	3.3	4.3	4.1		
Slovenia	3	2	3	7.9	9.5	8.5	5.8	6.4	10.0	8.4	7.3	7.8	8.6	7.1	7.6	8.7		
Spain	3	3	2	8.0	8.4	7.8	7.9	9.3	4.5	7.9	7.8	8.0	7.5	8.3	8.3	8.3		
Sweden	2	2	3	6.9	7.7	6.5	6.4	5.0	7.3	7.2	7.2	7.3	6.3	6.8	7.4	7.4		
Switzerland	2	3	2	6.0	5.8	6.3	6.0	7.3	4.5	5.9	6.5	6.0	6.0	5.9	6.8	5.8		
The FYROMacedonia	2	3	3	5.7	6.5	5.8	4.9	7.3	9.1	6.9	6.3	6.4	5.6	5.2	6.5	6.1		
Turkey	3	2	3	7.7	8.1	7.9	7.0	3.6	5.9	8.1	7.1	7.6	7.3	7.9	8.0	7.7		
Ukraine	2	2	2	5.0	5.3	4.8	4.8	4.3	5.0	5.9	4.7	5.2	4.3	5.4	5.2	5.2		
UK-England and Wales	2	1	2	3.9	4.4	4.4	3.0	2.3	6.4	4.9	3.4	3.7	3.5	4.6	3.5	3.8		
UK-Northern Ireland	2	1	2	5.1	5.8	6.3	3.3	0.7	5.9	4.5	3.8	4.4	4.8	5.4	5.1	5.1		
UK-Scotland	2	1	3	4.6	6.0	4.0	3.9	2.1	8.6	5.7	4.2	4.6	4.4	4.4	5.1	5.0		
Average				5.5	6.4	5.8	4.2	4.2	5.3	5.6	4.8	5.0	5.4	5.4	5.8	5.6		
Median				5.2	6.6	6.1	4.5	3.6	5.2	5.5	4.6	5.1	5.1	5.4	5.7	5.6		
Minimum				1.1	2.9	0.0	0.1	0.0	0.0	0.9	0.6	0.5	1.4	0.7	1.4	1.4		
Maximum				8.9	9.5	9.1	8.9	9.3	10.0	9.3	9.2	9.3	9.0	9.1	8.8	8.8		
Israel	3	2	3	7.2	8.1	7.7	5.9	5.7	7.3	8.3	6.8	7.1	6.7	7.2	7.9	7.7		

Global IT Development level	Evaluation Scale		
	From 0	Lowest Index	Highest Index
1 - Early development			
2 - Ongoing development			
3 - Almost completed development			

Extent of table 2.2 Direct assistance to judges, prosecutors and/or clerks (Q62)

	Basic tools		Decisions writing		Centralised databases			Other	
	Basic equipments	Advanced automation tools	Templates	Voice dictation	Centralised legislative database	Centralised case law database	Centralised record of criminal cases	Intranet	Online training
Albania	100%	10-49%	No	0% (NAP)	0% (NAP)	Yes	No	100%	0% (NAP)
Armenia	100%	50-99%	Yes	0% (NAP)	100%	Yes	Yes	50-99%	50-99%
Austria	100%	100%	Yes	1-9%	100%	Yes	Yes	100%	50-99%
Azerbaijan	100%	10-49%	Yes	0% (NAP)	100%	Yes	Yes	0% (NAP)	10-49%
Belgium	100%	NA	Yes	NA	100%	Yes	Yes	100%	0% (NAP)
Bosnia and Herzegovina	100%	100%	No	0% (NAP)	0% (NAP)	Yes	Yes	100%	100%
Bulgaria	100%	100%	No	0% (NAP)	100%	Yes	Yes	0% (NAP)	50-99%
Croatia	50-99%	10-49%	Yes	0% (NAP)	50-99%	Yes	Yes	50-99%	50-99%
Cyprus	100%	10-49%	No	0% (NAP)	100%	Yes	No	0% (NAP)	1-9%
Czech Republic	100%	100%	Yes	50-99%	100%	Yes	No	100%	50-99%
Denmark	100%	100%	Yes	100%	100%	No	Yes	100%	1-9%
Estonia	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	10-49%
Finland	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	10-49%
France	100%	100%	Yes	1-9%	100%	Yes	Yes	100%	1-9%
Georgia	50-99%	50-99%	No	100%	50-99%	Yes	No	100%	0% (NAP)
Germany	100%	50-99%	Yes	10-49%	50-99%	Yes	Yes	50-99%	1-9%
Greece	50-99%	10-49%	No	1-9%	0% (NAP)	Yes	Yes	0% (NAP)	0% (NAP)
Hungary	100%	100%	Yes	100%	100%	Yes	Yes	100%	50-99%
Iceland	100%	NA	No	NA	100%	Yes	Yes	100%	NA
Ireland	100%	100%	No	10-49%	100%	Yes	No	100%	100%
Italy	100%	10-49%	Yes	50-99%	100%	Yes	Yes	100%	100%
Latvia	100%	100%	Yes	10-49%	100%	Yes	No	100%	10-49%
Lithuania	100%	100%	Yes	100%	100%	Yes	Yes	100%	0% (NAP)
Luxembourg	100%	100%	No	0% (NAP)	100%	Yes	Yes	100%	100%
Malta	100%	100%	Yes	100%	100%	Yes	Yes	100%	100%
Republic of Moldova	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	0% (NAP)	100%
Monaco	100%	100%	Yes	10-49%	50-99%	Yes	Yes	100%	0% (NAP)
Montenegro	50-99%	50-99%	Yes	NA	100%	Yes	No	NA	0% (NAP)
Netherlands	100%	100%	Yes	10-49%	100%	Yes	Yes	100%	50-99%
Norway	100%	100%	Yes	NA	100%	Yes	Yes	100%	100%
Poland	50-99%	50-99%	No	1-9%	100%	Yes	Yes	50-99%	100%
Portugal	100%	50-99%	Yes	0% (NAP)	NA	Yes	Yes	50-99%	100%
Romania	100%	0% (NAP)	Yes	0% (NAP)	0% (NAP)	Yes	No	100%	0% (NAP)
Russian Federation	50-99%	100%	No	0% (NAP)	50-99%	No	Yes	50-99%	10-49%
Serbia	100%	1-9%	No	50-99%	100%	No	No	0% (NAP)	0% (NAP)
Slovakia	100%	100%	No	10-49%	100%	Yes	No	100%	0% (NAP)
Slovenia	100%	100%	Yes	100%	100%	Yes	Yes	100%	100%
Spain	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	100%
Sweden	100%	100%	Yes	NA	100%	Yes	Yes	100%	100%
Switzerland	100%	50-99%	No	10-49%	100%	Yes	Yes	10-49%	1-9%
The FYROMacedonia	50-99%	50-99%	Yes	0% (NAP)	100%	Yes	Yes	0% (NAP)	10-49%
Turkey	100%	10-49%	Yes	NA	100%	Yes	Yes	10-49%	100%
Ukraine	50-99%	50-99%	No	NA	100%	Yes	Yes	50-99%	10-49%
UK-England and Wales	100%	100%	No	1-9%	100%	No	Yes	0% (NAP)	100%
UK-Northern Ireland	50-99%	50-99%	No	10-49%	10-49%	Yes	Yes	50-99%	10-49%
UK-Scotland	100%	100%	Yes	50-99%	100%	No	Yes	100%	50-99%
Yes			63%			89%	78%		
No			37%			11%	22%		
100%	80%	54%		13%	76%			59%	30%
50-99%	20%	22%		9%	11%			17%	17%
10-49%	0%	15%		17%	2%			4%	17%
1-9%	0%	2%		11%	0%			0%	11%
0% (NAP)	0%	2%		35%	9%			17%	22%
NA	0%	4%		15%	2%			2%	2%
Israel	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	0% (NAP)

Extent of table 2.3 Centralised databases for decision support (Q62.4)

	Existence of a centralised national case law database	All matters		Civil or commercial matters		Criminal matters		Administrative matters		Other matters	
		Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw	Equipment Rate	Link to ECHR Caselaw
Albania	Yes	50-99%	No								
Armenia	Yes	50-99%	Yes								
Austria	Yes	100%	No								
Azerbaijan	Yes	50-99%	No								
Belgium	Yes	0% (NAP)		100%	No	100%	No	100%	No	0% (NAP)	
Bosnia and Herzegovina	Yes	100%	No								
Bulgaria	Yes	50-99%	No								
Croatia	Yes	10-49%	No								
Cyprus	Yes	100%	No								
Czech Republic	Yes	100%	No								
Denmark	No										
Estonia	Yes	100%	Yes								
Finland	Yes	100%	No								
France	Yes	0% (NAP)		100%	No	100%	No	100%	No	0% (NAP)	
Georgia	Yes	50-99%	No								
Germany	Yes	50-99%	Yes								
Greece	Yes	0% (NAP)		1-9%	No	1-9%	No	50-99%	No	NA	No
Hungary	Yes	100%	No								
Iceland	Yes	50-99%	No								
Ireland	Yes	100%	No								
Italy	Yes	0% (NAP)		100%	No	100%	No	100%	No	0% (NAP)	
Latvia	Yes	100%	Yes								
Lithuania	Yes	100%	No								
Luxembourg	Yes	100%	Yes								
Malta	Yes	100%	No								
Republic of Moldova	Yes	100%	Yes								
Monaco	Yes	50-99%	No								
Montenegro	Yes										
Netherlands	Yes	50-99%	No								
Norway	Yes	100%	Yes								
Poland	Yes	100%	No								
Portugal	Yes	100%	No								
Romania	Yes	100%	No								
Russian Federation	No										
Serbia	No										
Slovakia	Yes	0% (NAP)		100%	No	100%	No	100%	No	100%	No
Slovenia	Yes	100%	Yes								
Spain	Yes	100%	No								
Sweden	Yes	100%	No								
Switzerland	Yes	100%	Yes								
The FYROMacedonia	Yes	50-99%	Yes								
Turkey	Yes	100%	Yes								
Ukraine	Yes	100%	No								
UK-England and Wales	No										
UK-Northern Ireland	Yes	50-99%	No								
UK-Scotland	No										
Yes	89%		31%		0%		0%		0%		0%
No	11%		69%		100%		100%		100%		100%
100%		58%		80%		80%		80%		20%	
50-99%		28%		0%		0%		20%		0%	
10-49%		3%		0%		0%		0%		0%	
1-9%		0%		20%		20%		0%		0%	
0% (NAP)		13%		0%		0%		0%		60%	
NA		0%		0%		0%		0%		20%	
Israel	Yes	100%	No								

Extent of table 2.4 Centralised record of criminal cases (Q62.6)

	Existence of a centralised record of criminal cases	Linkage with other European criminal record	Content available to judges / prosecutors by computerised means	Content available for other purposes than criminal cases (civil, commercial or administrative cases)
Albania	No			
Armenia	Yes	Yes	Yes	Yes
Austria	Yes	Yes	Yes	Yes
Azerbaijan	Yes	No	No	No
Belgium	Yes	Yes	Yes	No
Bosnia and Herzegovina	Yes	No	Yes	No
Bulgaria	Yes	No	Yes	No
Croatia	Yes	Yes	No	No
Cyprus	No			
Czech Republic	No			
Denmark	Yes	No	No	No
Estonia	Yes	Yes	Yes	Yes
Finland	Yes	Yes	Yes	No
France	Yes	Yes	Yes	No
Georgia	No			
Germany	Yes	Yes	Yes	Yes
Greece	Yes	Yes	Yes	Yes
Hungary	Yes	No	Yes	No
Iceland	Yes	No	No	No
Ireland	No			
Italy	Yes	Yes	Yes	No
Latvia	No			
Lithuania	Yes	No	Yes	No
Luxembourg	Yes	Yes	Yes	No
Malta	Yes	No	No	No
Republic of Moldova	Yes	No	No	No
Monaco	Yes	No	No	Yes
Montenegro	No			
Netherlands	Yes	No	No	No
Norway	Yes	No	No	No
Poland	Yes	Yes	Yes	Yes
Portugal	Yes	No	Yes	Yes
Romania	No			
Russian Federation	Yes	Yes	No	No
Serbia	No			
Slovakia	No			
Slovenia	Yes	No	Yes	Yes
Spain	Yes	Yes	Yes	No
Sweden	Yes	No	Yes	No
Switzerland	Yes	No	No	No
The FYROMacedonia	Yes	No	No	No
Turkey	Yes	No	Yes	Yes
Ukraine	Yes	No	No	Yes
UK-England and Wales	Yes	No	Yes	No
UK-Northern Ireland	Yes	No	Yes	Yes
UK-Scotland	Yes	No	No	No
Yes	78%	39%	61%	33%
No	22%	61%	39%	67%
Israel	Yes	No	Yes	No

Extent of table 3.2 Administration of the courts and case management (Q63)

	Efficiency of the judicial system						Budgetary and financial management	Other tools	
	Electronic Case Management	Computerised registries			Statistical tools	Business intelligence		Workload monitoring	Videoconferencing
		Land registries	Business registries	Other					
Albania	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	1-9%	NA	0% (NAP)
Armenia	Yes	0% (NAP)	50-99%	NA	No	No	0% (NAP)	0% (NAP)	0% (NAP)
Austria	Yes	100%	100%	50-99%	Yes	Yes	100%	100%	100%
Azerbaijan	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	50-99%	1-9%	50-99%
Belgium	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	1-9%	1-9%
Bosnia and Herzegovina	Yes	100%	100%	0% (NAP)	Yes	Yes	100%	100%	50-99%
Bulgaria	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	10-49%	1-9%
Croatia	Yes	50-99%	50-99%	0% (NAP)	Yes	No	100%	50-99%	10-49%
Cyprus	No	0% (NAP)	0% (NAP)	0% (NAP)	No	No	0% (NAP)	0% (NAP)	0% (NAP)
Czech Republic	Yes	0% (NAP)	100%	100%	Yes	Yes	100%	100%	10-49%
Denmark	Yes	100%	NA	NA	Yes	Yes	50-99%	50-99%	10-49%
Estonia	Yes	100%	100%	100%	Yes	Yes	100%	100%	100%
Finland	Yes	50-99%	50-99%	0% (NAP)	Yes	Yes	100%	100%	100%
France	Yes	100%	100%	0% (NAP)	Yes	Yes	100%	100%	100%
Georgia	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	10-49%	10-49%
Germany	Yes	100%	100%	50-99%	Yes	Yes	50-99%	50-99%	10-49%
Greece	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	10-49%	100%	1-9%
Hungary	Yes	0% (NAP)	100%	100%	Yes	Yes	100%	100%	10-49%
Iceland	Yes	100%	100%	0% (NAP)	No	No	0% (NAP)	0% (NAP)	0% (NAP)
Ireland	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	0% (NAP)	10-49%
Italy	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	50-99%	100%	100%
Latvia	Yes	100%	100%	100%	Yes	Yes	100%	10-49%	50-99%
Lithuania	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	100%	100%
Luxembourg	Yes	0% (NAP)	100%	0% (NAP)	Yes	No	100%	100%	100%
Malta	Yes	0% (NAP)	100%	NA	Yes	No	0% (NAP)	100%	100%
Republic of Moldova	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	50-99%	0% (NAP)
Monaco	Yes	0% (NAP)	100%	0% (NAP)	Yes	Yes	100%	100%	100%
Montenegro	Yes	NA	NA	100%	Yes	No	100%	NA	1-9%
Netherlands	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	50-99%	100%
Norway	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	100%	50-99%
Poland	Yes	100%	100%	0% (NAP)	Yes	Yes	100%	1-9%	50-99%
Portugal	Yes	NA	NA	100%	Yes	Yes	100%	100%	100%
Romania	Yes	NA	NA	NA	Yes	No	100%	0% (NAP)	100%
Russian Federation	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	NA	10-49%
Serbia	Yes	0% (NAP)	0% (NAP)	0% (NAP)	No	No	100%	100%	0% (NAP)
Slovakia	Yes	0% (NAP)	100%	0% (NAP)	No	No	100%	0% (NAP)	10-49%
Slovenia	Yes	100%	100%	100%	Yes	Yes	100%	100%	100%
Spain	Yes	0% (NAP)	0% (NAP)	100%	Yes	Yes	0% (NAP)	100%	100%
Sweden	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	0% (NAP)	100%
Switzerland	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	50-99%	50-99%	1-9%
The FYROMacedonia	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	100%	10-49%
Turkey	Yes	10-49%	50-99%	0% (NAP)	Yes	Yes	100%	100%	50-99%
Ukraine	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	0% (NAP)	10-49%	10-49%
UK-England and Wales	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	50-99%	0% (NAP)	50-99%
UK-Northern Ireland	Yes	50-99%	50-99%	50-99%	Yes	No	50-99%	50-99%	50-99%
UK-Scotland	Yes	NA	NA	NA	No	No	100%	NA	100%
Yes	98%				87%	50%			
No	2%				13%	50%			
100%		22%	33%	17%			67%	43%	35%
50-99%		7%	11%	7%			15%	15%	17%
10-49%		2%	0%	0%			2%	9%	24%
1-9%		0%	0%	0%			2%	7%	11%
0% (NAP)		61%	46%	65%			13%	17%	13%
NA		9%	11%	11%			0%	9%	0%
Israel	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	100%	1-9%

Extent of table 3.3 Electronic case management systems (Q63.1)

	Existence of electronic case management system(s)	All matters			Civil or commercial matters			Criminal matters			Administrative matters			Other matters			
		Equipment Rate	Centralised or interoperable database	Early Warning Signals	Equipment Rate	Centralised or interoperable database	Early Warning Signals	Equipment Rate	Centralised or interoperable database	Early Warning Signals	Equipment Rate	Centralised or interoperable database	Early Warning Signals	Equipment Rate	Centralised or interoperable database	Early Warning Signals	
Albania	Yes	50-99%	No	Yes													
Armenia	Yes	50-99%	Yes	No													
Austria	Yes	100%	Yes	Yes													
Azerbaijan	Yes	50-99%	Yes	Yes													
Belgium	Yes	0% (NAP)			100%	No	No	50-99%	No	No	NA	No	No	0% (NAP)			
Bosnia and Herzegovina	Yes	100%	Yes	Yes													
Bulgaria	Yes	100%	No	No													
Croatia	Yes	50-99%	Yes	Yes													
Cyprus	No																
Czech Republic	Yes	100%	No	Yes													
Denmark	Yes	100%	Yes	Yes													
Estonia	Yes	100%	Yes	Yes													
Finland	Yes	100%	Yes	Yes													
France	Yes	0% (NAP)			100%	No	Yes	100%	Yes	Yes	100%	Yes	Yes	0% (NAP)			
Georgia	Yes	100%	Yes	No													
Germany	Yes	50-99%	No	No													
Greece	Yes	100%	Yes	Yes													
Hungary	Yes	100%	Yes	Yes													
Iceland	Yes	NA	No	No													
Ireland	Yes	100%	No	No													
Italy	Yes	0% (NAP)			100%	Yes	Yes	100%	Yes	Yes	50-99%	Yes	No	0% (NAP)			
Latvia	Yes	100%	Yes	No													
Lithuania	Yes	100%	Yes	Yes													
Luxembourg	Yes	NA	No	No													
Malta	Yes	100%	Yes	No													
Republic of Moldova	Yes	100%	Yes	No													
Monaco	Yes	100%	Yes	Yes													
Montenegro	Yes	100%	Yes	Yes													
Netherlands	Yes	100%	No	No													
Norway	Yes	100%	Yes	Yes													
Poland	Yes	0% (NAP)			100%	No	No	100%	No	No	100%	No	No	0% (NAP)			
Portugal	Yes	0% (NAP)			100%	No	No	100%	No	No	100%	No	No	100%	No	No	
Romania	Yes	100%	Yes	Yes													
Russian Federation	Yes	100%	No	No													
Serbia	Yes	0% (NAP)			100%	No	No	100%	No	No	100%	Yes	Yes	50-99%	Yes	No	
Slovakia	Yes	0% (NAP)			100%	No	No	100%	No	No	100%	No	No	NA	No	No	
Slovenia	Yes	0% (NAP)			100%	Yes	Yes	100%	Yes	Yes	100%	Yes	Yes	100%	Yes	Yes	
Spain	Yes	100%	No	Yes													
Sweden	Yes	100%	Yes	No													
Switzerland	Yes	100%	No	Yes													
The FYROMacedonia	Yes	100%	No	Yes													
Turkey	Yes	100%	Yes	Yes													
Ukraine	Yes	NA	Yes	No													
UK-England and Wales	Yes	0% (NAP)			50-99%	Yes	No	50-99%	Yes	No	50-99%	Yes	No	50-99%	No	No	
UK-Northern Ireland	Yes	50-99%	Yes	Yes													
UK-Scotland	Yes	0% (NAP)			100%	No	No	100%	No	No	100%	No	No	0% (NAP)			
Yes	98%		66%	60%					40%	30%			50%	30%		40%	20%
No	2%		34%	40%					60%	70%			50%	70%		60%	80%
100%		58%			90%			80%			70%				20%		
50-99%		13%			10%			20%			20%				20%		
10-49%		0%			0%			0%			0%				0%		
1-9%		0%			0%			0%			0%				0%		
0% (NAP)		22%			0%			0%			0%			50%			
NA		7%			0%			0%			10%			10%			
Israel	Yes	100%	Yes	Yes													

Extent of table 3.4 Measurement tools to assess the workload of judges, prosecutors and/or court clerks (Q63.7)

	Equipment Rate	Data used for monitoring at national level	Data used for monitoring at local level
Albania	NA	No	No
Armenia	0% (NAP)		
Austria	100%	Yes	No
Azerbaijan	1-9%	Yes	Yes
Belgium	1-9%	Yes	No
Bosnia and Herzegovina	100%	Yes	Yes
Bulgaria	10-49%	Yes	No
Croatia	50-99%	Yes	No
Cyprus	0% (NAP)		
Czech Republic	100%	Yes	Yes
Denmark	50-99%	Yes	Yes
Estonia	100%	Yes	Yes
Finland	100%	No	Yes
France	100%	Yes	Yes
Georgia	10-49%	No	Yes
Germany	50-99%	No	Yes
Greece	100%	Yes	No
Hungary	100%	Yes	Yes
Iceland	0% (NAP)		
Ireland	0% (NAP)		
Italy	100%	Yes	Yes
Latvia	10-49%	No	Yes
Lithuania	100%	Yes	No
Luxembourg	100%	Yes	Yes
Malta	100%	Yes	Yes
Republic of Moldova	50-99%	Yes	Yes
Monaco	100%	Yes	No
Montenegro	NA	No	No
Netherlands	50-99%	No	Yes
Norway	100%	Yes	Yes
Poland	1-9%	No	Yes
Portugal	100%	Yes	No
Romania	0% (NAP)		
Russian Federation	NA	No	No
Serbia	100%	No	Yes
Slovakia	0% (NAP)		
Slovenia	100%	Yes	Yes
Spain	100%	Yes	Yes
Sweden	0% (NAP)		
Switzerland	50-99%	No	Yes
The FYROMacedonia	100%	Yes	No
Turkey	100%	Yes	No
Ukraine	10-49%	Yes	No
UK-England and Wales	0% (NAP)		
UK-Northern Ireland	50-99%	No	Yes
UK-Scotland	NA	No	No
Yes		66%	61%
No		34%	39%
100%	43%		
50-99%	15%		
10-49%	9%		
1-9%	7%		
0% (NAP)	17%		
NA	9%		
Israel	100%	Yes	No

Extent of table 4.4 Possibility to monitor the stages of an online judicial proceeding (Q64.5)

	Possibility to monitor the stages of an online judicial proceeding	All matters			Civil or commercial matters			Criminal matters			Administrative matters			Other matters					
		Equipment Rate	Monitoring linked to Case Management System	Publication of a decision online	Paid Access	Equipment Rate	Monitoring linked to Case Management System	Publication of a decision online	Paid Access	Equipment Rate	Monitoring linked to Case Management System	Publication of a decision online	Paid Access	Equipment Rate	Monitoring linked to Case Management System	Publication of a decision online	Paid Access		
Albania	No																		
Armenia	No																		
Austria	Yes	50-99%	Yes	Yes	No														
Azerbaijan	Yes	50-99%	Yes	Yes	No														
Belgium	No																		
Bosnia and Herzegovina	Yes	50-99%	Yes	Yes	No														
Bulgaria	Yes	10-49%	Yes	Yes															
Canada	Yes	0% (NAP)	Yes	Yes	100%	No	No	No	No	0% (NAP)						50-99%	No	No	No
Cyprus	No																		
Czech Republic	Yes	100%	No	No	No														
Denmark	No																		
Estonia	Yes	100%	Yes	Yes	No														
Finland	No																		
France	Yes	0% (NAP)	Yes	Yes															
Georgia	Yes	50-99%	Yes	Yes	No														
Germany	No																		
Greece	Yes	0% (NAP)	No																
Hungary	Yes	0% (NAP)	Yes	Yes	50-99%	Yes	No	No	No	0% (NAP)									
Iceland	No																		
Ireland	Yes	50-99%	No	Yes	No														
Italy	Yes	0% (NAP)	Yes	Yes	100%	Yes	Yes	Yes	No	0% (NAP)									
Latvia	Yes	50-99%	Yes	Yes	100%	Yes	Yes	Yes	No	0% (NAP)									
Lithuania	Yes	0% (NAP)	Yes	Yes	100%	Yes	Yes	Yes	No	0% (NAP)									
Luxembourg	No																		
Malta	Yes	50-99%	Yes	Yes	No														
Republic of Moldova	Yes	100%	Yes	Yes	No														
Monaco	No																		
Montenegro	Yes	100%	Yes	Yes	Yes														
Netherlands	Yes	0% (NAP)	Yes	Yes	1-9%	Yes	Yes	Yes	No	0% (NAP)									
Norway	Yes	10-49%	Yes	Yes	No														
Poland	Yes	10-49%	Yes	Yes	Yes														
Portugal	Yes	0% (NAP)	Yes	Yes	100%	Yes	Yes	Yes	No	0% (NAP)									
Romania	Yes	100%	Yes	Yes	No														
Russian Federation	Yes	100%	Yes	Yes	No														
Serbia	Yes	50-99%	Yes	Yes	No														
Slovakia	No																		
Slovenia	Yes	0% (NAP)	Yes	Yes	50-99%	Yes	Yes	Yes	No	0% (NAP)									
Spain	Yes	1-9%	Yes	Yes	No														
Sweden	No																		
Switzerland	No																		
The FYROMacedonia	No																		
Turkey	Yes	100%	No	No	No														
Ukraine	Yes	100%	Yes	Yes	No														
UK-England and Wales	Yes	0% (NAP)			100%	No	No	No	No	0% (NAP)									
UK-Northern Ireland	Yes	0% (NAP)			50-99%	No	No	No	No	0% (NAP)									
UK-Scotland	No																		
Yes	67%	85%	75%	10%	67%	56%	0%	0%	0%	0%	57%	29%	0%	60%	40%	0%	0%	0%	0%
No	33%	15%	25%	90%	33%	44%	100%	100%	100%	100%	43%	71%	100%	40%	60%	100%	100%	100%	100%
100%		27%			45%		0%	0%	0%	0%	50%			10%					
50-99%		27%			27%		10%	10%	10%	10%	10%			30%					
10-49%		10%			0%		0%	0%	0%	0%	0%			0%					
1-9%		3%			10%		10%	10%	10%	10%	0%			0%					
0% (NAP)		18%			18%		70%	70%	70%	70%	30%			50%					
NA		0%			0%		10%	10%	10%	10%	10%			10%					
Knelt	Yes	100%	Yes	Yes	No														

Extent of table 4.6 Videoconferencing between courts, professionals and/or users (Q64.10)

Existence of videoconferencing	All matters				Civil or commercial matters				Criminal matters				Administrative matters				Other matters				
	Equipment Rate	Proceeding Phase			Equipment Rate	Proceeding Phase			Equipment Rate	Proceeding Phase			Equipment Rate	Proceeding Phase			Equipment Rate	Proceeding Phase			
		Pre-Phase	During a hearing	After a hearing		Pre-Phase	During a hearing	After a hearing		Pre-Phase	During a hearing	After a hearing		Pre-Phase	During a hearing	After a hearing		Pre-Phase	During a hearing	After a hearing	
Albania	No																				
Armenia	No																				
Austria	Yes	50-99%	●	○	Yes																
Azerbaijan	Yes	1-9%	○	○	Yes																
Belgium	Yes	0% (NAP)	○	○	NA	●	○	○	NA	○	○	○	○	○	○	○	○	○	○	○	○
Bosnia and Herzegovina	Yes	50-99%	○	○	No																
Bulgaria	Yes	1-9%	○	○	Yes																
Croatia	Yes	0% (NAP)	○	○	0% (NAP)																
Cyprus	No																				
Czech Republic	Yes	10-49%	○	○	Yes																
Denmark	Yes	10-49%	○	○	Yes																
Estonia	Yes	100%	○	○	Yes																
Finland	Yes	100%	○	○	Yes																
France	Yes	0% (NAP)	○	○	Yes																
Georgia	Yes	10-49%	○	○	Yes																
Germany	Yes	10-49%	○	○	No																
Greece	No				Yes																
Hungary	Yes	0% (NAP)	○	○	0% (NAP)																
Iceland	No																				
Ireland	Yes	50-99%	○	○	Yes																
Italy	Yes	0% (NAP)	○	○	0% (NAP)																
Latvia	Yes	0% (NAP)	○	○	Yes																
Lithuania	Yes	0% (NAP)	○	○	100%	○	○	○	100%	○	○	○	○	○	○	○	○	○	○	○	○
Luxembourg	Yes	100%	○	○	Yes																
Malta	Yes	100%	○	○	No																
Republic of Moldova	Yes	50-99%	○	○	No																
Monaco	Yes	50-99%	○	○	Yes																
Montenegro	No				Yes																
Netherlands	Yes	1-9%	○	○	No																
Norway	Yes	50-99%	○	○	Yes																
Poland	Yes	50-99%	○	○	Yes																
Portugal	Yes	100%	○	○	Yes																
Romania	Yes	50-99%	○	○	Yes																
Russian Federation	Yes	50-99%	○	○	No																
Serbia	No				Yes																
Slovakia	Yes	10-49%	○	○	No																
Slovenia	Yes	100%	○	○	Yes																
Spain	Yes	100%	○	○	Yes																
Sweden	Yes	100%	○	○	Yes																
Switzerland	Yes	0% (NAP)	○	○	0% (NAP)																
The FYROMacedonia	Yes	0% (NAP)	○	○	0% (NAP)																
Turkey	Yes	50-99%	○	○	Yes																
Ukraine	Yes	50-99%	○	○	Yes																
UK-England and Wales	Yes	0% (NAP)	○	○	0% (NAP)																
UK-Northern Ireland	Yes	50-99%	○	○	No																
UK-Scotland	Yes	10-49%	○	○	Yes																
Yes	85%	40%	93%	20%	67%	33%	100%	0%	67%	63%	88%	13%	88%	75%	75%	0%	75%	0%	100%	0%	100%
No	15%	60%	7%	80%	33%	67%	0%	100%	33%	38%	13%	88%	13%	25%	25%	100%	25%	100%	0%	100%	0%
50-99%		26%				11%				33%				11%					0%		0%
10-49%		28%				0%				0%				0%					0%		0%
1-9%		15%				11%				33%				0%					0%		0%
0% (NAP)		8%				11%				11%				22%					11%		11%
NA		23%				67%				11%				56%					89%		89%
Israel	Yes	10-49%	○	○	Yes																

Extent to table 5 Other aspects related to information technologies in courts (Q65)

	Governance of the IT system of courts				Security of the information system of the courts	Protection of personal data
	Single structure in charge of the strategic governance	Model primarily chosen for conducting IT projects	Detection for innovations from courts initiatives	Measuring actual benefits resulting from information system	Global Security policy regarding the information system	Existence of a law
Albania	No	Professionals	No	No	No	Yes
Armenia	Yes	NA	No	No	No	Yes
Austria	Yes	IT Service	Yes	Yes	Yes	Yes
Azerbaijan	Yes	Other	No	No	Yes	Yes
Belgium	No	IT Service	No	No	Yes	Yes
Bosnia and Herzegovina	Yes	IT Service	No	Yes	No	Yes
Bulgaria	No	IT Service	No	No	No	Yes
Croatia	Yes	IT Service	Yes	No	No	Yes
Cyprus	No	NA	No	No	No	No
Czech Republic	Yes	Professionals	Yes	Yes	Yes	Yes
Denmark	Yes	IT Service	Yes	Yes	Yes	Yes
Estonia	Yes	Other	No	No	Yes	Yes
Finland	Yes	IT Service	No	No	No	Yes
France	Yes	Professionals	Yes	Yes	Yes	Yes
Georgia	Yes	Professionals	No	Yes	No	Yes
Germany	Yes	Professionals	Yes	No	Yes	Yes
Greece	No	Other	No	No	No	Yes
Hungary	Yes	Professionals	Yes	Yes	Yes	Yes
Iceland	No	NA	No	No	Yes	Yes
Ireland	Yes	IT Service	No	Yes	No	Yes
Italy	Yes	IT Service	Yes	Yes	Yes	Yes
Latvia	Yes	IT Service	No	Yes	Yes	Yes
Lithuania	Yes	NA	No	Yes	Yes	Yes
Luxembourg	Yes	Professionals	No	No	Yes	Yes
Malta	Yes	IT Service	No	Yes	Yes	Yes
Republic of Moldova	Yes	Other	No	No	No	Yes
Monaco	Yes	Professionals	Yes	Yes	No	Yes
Montenegro	Yes	IT Service	Yes	No	Yes	Yes
Netherlands	Yes	IT Service	No	Yes	Yes	Yes
Norway	Yes	IT Service	No	Yes	Yes	Yes
Poland	Yes	IT Service	No	No	Yes	Yes
Portugal	No	IT Service	Yes	Yes	No	Yes
Romania	No	NA	No	No	No	Yes
Russian Federation	Yes	Other	No	No	Yes	Yes
Serbia	Yes	IT Service	No	No	No	Yes
Slovakia	Yes	IT Service	No	No	Yes	Yes
Slovenia	Yes	Professionals	Yes	Yes	Yes	Yes
Spain	No	IT Service	Yes	Yes	Yes	Yes
Sweden	Yes	Professionals	No	No	Yes	Yes
Switzerland	No	Other	Yes	Yes	Yes	Yes
The FYROMacedonia	Yes	Professionals	No	Yes	Yes	Yes
Turkey	Yes	IT Service	Yes	Yes	Yes	No
Ukraine	Yes	Professionals	No	No	No	Yes
UK-England and Wales	Yes	IT Service	No	Yes	Yes	Yes
UK-Northern Ireland	Yes	IT Service	Yes	Yes	Yes	No
UK-Scotland	Yes	Professionals	Yes	Yes	Yes	Yes
Yes	78%		37%	52%	65%	93%
No	22%		63%	48%	35%	7%
Professionals		28%				
IT Service		48%				
Other		13%				
NA		11%				
Israel	Yes	IT Service	Yes	Yes	Yes	Yes

Extent to Figure 9 Data table used to calculate the level of performance tools in 2014 (Q66 à 83.3)

National policies for quality and evaluation (/10) (Q66 to Q69)	Performance and evaluation of courts (/42)						Performance targets for each judge (/5) (Q83)	Global index of performance, quality and evaluation tools (/10)	
	Measuring courts' activity (/10) (Q70)	Performance targets at court level (/10) (Q74)	Performance evaluation of court activity (/10) (Q77, Q78)	Centralised institution for statistical collection (/10) (Q80)	Dialogue between the public prosecutor's service and courts as regards the way cases are presented before courts (/1) (Q82)	Dialogue structure between lawyers and courts as regards the way cases are presented before courts (/1) (Q82-1)			
Albania	8	7,3	0	5,4	10	0	0	5	6,2
Armenia	3	5,3	0	5,9	10	0	0	0	4,2
Austria	5	8,0	0	5,4	10	0	0	0	5,0
Azerbaijan	10	9,7	10	5,4	10	1	1	5	9,1
Belgium	0	3,3	0	0,5	10	1	1	0	2,8
Bosnia and Herzegovina	3	8,0	10	5,9	10	1	1	5	7,6
Bulgaria	3	3,3	0	5,4	10	0	0	0	3,7
Croatia	10	7,7	10	5,9	10	0	0	5	8,5
Cyprus	3	9,7	10	5,4	10	0	1	0	6,8
Czech Republic	5	5,7	0	5,4	10	0	0	5	5,4
Denmark	3	8,0	10	5,4	10	1	1	0	6,6
Estonia	8	8,0	10	5,9	10	1	1	0	7,6
Finland	8	9,7	10	5,4	10	1	1	0	7,8
France	8	8,0	10	6,4	10	1	1	5	8,6
Georgia	8	9,7	10	6,9	10	0	0	5	8,6
Germany	0	3,0	0	5,4	10	0	0	0	3,2
Greece	10	9,3	10	5,4	10	1	0	5	8,9
Hungary	8	10,0	10	5,4	10	1	1	5	8,8
Iceland	0	0,0	0	0,0	0	0	0	0	0,0
Ireland	3	4,3	0	6,4	10	1	0	0	4,3
Italy	5	5,7	10	5,4	10	1	1	0	6,7
Latvia	5	8,0	10	3,8	10	0	0	0	6,5
Lithuania	5	10,0	10	5,4	10	1	1	5	8,3
Luxembourg	0	4,0	0	0,5	10	1	1	0	2,9
Malta	8	7,7	10	5,9	10	0	0	0	7,2
Republic of Moldova	5	6,3	10	5,4	10	0	0	5	7,3
Monaco	3	5,7	10	4,4	10	1	0	0	5,9
Montenegro	8	7,3	10	5,4	10	0	0	5	7,9
Netherlands	10	9,3	10	4,9	10	1	0	0	7,9
Norway	0	10,0	10	5,4	10	1	1	0	6,6
Poland	8	10,0	10	5,9	10	1	1	5	8,8
Portugal	5	7,7	0	5,4	10	0	0	0	4,9
Romania	5	10,0	10	7,4	10	1	1	5	8,7
Russian Federation	5	8,0	0	5,9	10	1	1	0	5,4
Serbia	8	7,7	10	6,4	10	1	1	5	8,5
Slovakia	10	6,0	10	6,4	10	0	0	0	7,4
Slovenia	10	10,0	10	7,4	10	0	0	5	9,2
Spain	5	10,0	0	7,4	10	0	0	5	6,6
Sweden	3	7,0	10	5,4	10	1	1	0	6,5
The FYROMacedonia	10	9,7	10	5,4	10	1	1	5	9,1
Turkey	8	10,0	10	7,4	10	0	0	5	8,8
Ukraine	0	3,3	10	3,8	10	0	0	0	4,8
UK-England and Wales	8	9,7	10	5,4	10	1	1	0	7,8
UK-Northern Ireland	8	10,0	10	5,4	10	1	1	0	7,9
UK-Scotland	3	9,3	10	5,4	10	1	0	0	6,7
Average	5,3	7,6	7,0	5,4	9,6	0,6	0,5	2,1	6,7
Median	5,0	8,0	10,0	5,4	10,0	1,0	0,0	0,0	7,0
Standard deviation	3,2	2,5	4,7	1,6	2,1	0,5	0,5	2,5	2,1
Minimum	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
Maximum	10,0	10,0	10,0	7,4	10,0	1,0	1,0	5,0	9,2
Israel	3	10,0	10	5,9	10	1	1	0	6,5

Explanation of the methodology

The calculation of the global index of performance, quality and evaluation tools is based on the answers to questions 66 to 83.3 of the CEPEJ questionnaire (2014 data). The comprehensive data by country are available on the CEPEJ website (<http://www.coe.int/cepej>).

National policies for quality and evaluation (/10)

Questions 66, 67, 68 and 69 calculated on 10 points (2,5 points per « Yes», rounded to superior value)

Performance and evaluation of courts (/42)

- Measuring courts' activity (/10)

Q70 (0,16 points per « Yes », 1 point maximum)

Q71 (0,33 points per « Yes », 1 point maximum)

Q72 (1 point if « Yes »)

Q73 (1 point if « Yes »)

Q73-1 (1 point if « Yes »)

= 5 points maximum, multiplied by 2 to obtain a score on 10

- Performance targets at court level (/10)

Q74 (1 point if « Yes », x10 to obtain a score on 10)

- Performance evaluation of court activity (/10)

Q77 (1 point if « Yes », calculated on 10 points)

Q78 (1 point if « Yes », calculated on 20 points)

= 30 points maximum, divided by 3 to obtain a score on 10

- Centralised institution for statistical collection (/10)

Q80 (1 point if « Yes », x10)

- Dialogue between the public prosecutor service and courts as regards the way cases are presented before courts (1 point maximum)

Q82 (1 point if « Yes »)

- Dialogue structure between lawyers and courts as regards the way cases are presented before courts (1 point maximum)

Q82-1 (1 point if « Yes »)

Performance targets for each judge (/5)

Q83 (1 point if « Yes », x5)

Global index of performance, quality and evaluation tools = 57 points maximum,
divided by 57 and multiplied by 10 to obtain a score on 10

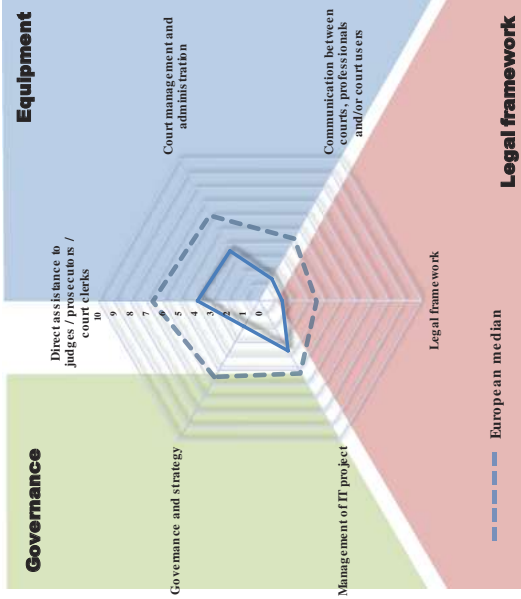
ANNEX 2: COUNTRY FICHES

Albania

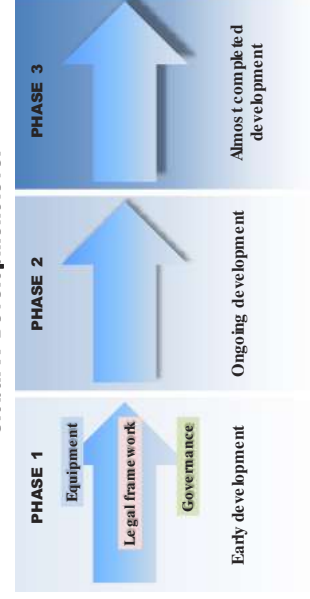
Equipment	Direct assistance to judges / prosecutors / court clerks	3.9
	Court management and administration	3.6
	Communication between courts, professionals and/or court users	1.5
Legal framework	Legal framework	1.4
Governance	Management of IT project	3.6
	Governance and strategy	1.8
Level of development of the tools	To improve efficiency	2.2
	To improve quality	2.4

Global IT equipment per category

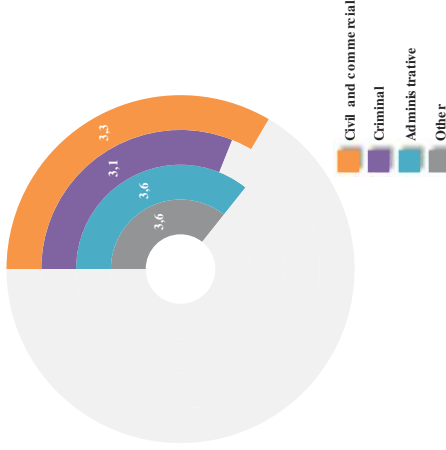
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5.0
	Court management and administration	3.4
	Communication between courts, professionals and/or court users	1.6
Criminal	Legal framework	1.6
	Governance and strategy	1.9
	Level of development of the tools to improve efficiency	2.2
Administrative	Level of development of the tools to improve quality	2.4
	Direct assistance to judges / prosecutors / court clerks	3.8
	Court management and administration	3.8
Other	Communication between courts, professionals and/or court users	1.7
	Legal framework	1.6
	Governance and strategy	1.8
Civil and commercial	Level of development of the tools to improve efficiency	2.5
	Level of development of the tools to improve quality	2.5
	Direct assistance to judges / prosecutors / court clerks	5.0
Criminal	Court management and administration	3.8
	Communication between courts, professionals and/or court users	1.9
	Legal framework	1.8
Administrative	Governance and strategy	1.9
	Level of development of the tools to improve efficiency	2.5
	Level of development of the tools to improve quality	2.7
Other	Direct assistance to judges / prosecutors / court clerks	5.0
	Court management and administration	3.8
	Communication between courts, professionals and/or court users	1.9
Civil and commercial	Legal framework	1.8
	Governance and strategy	1.9
	Level of development of the tools to improve efficiency	2.5
Criminal	Level of development of the tools to improve quality	2.7
	Direct assistance to judges / prosecutors / court clerks	5.0
	Court management and administration	3.8
Administrative	Communication between courts, professionals and/or court users	1.9
	Legal framework	1.8
	Governance and strategy	1.9
Other	Level of development of the tools to improve efficiency	2.5
	Level of development of the tools to improve quality	2.7



Global IT Development level



Global IT equipment per category

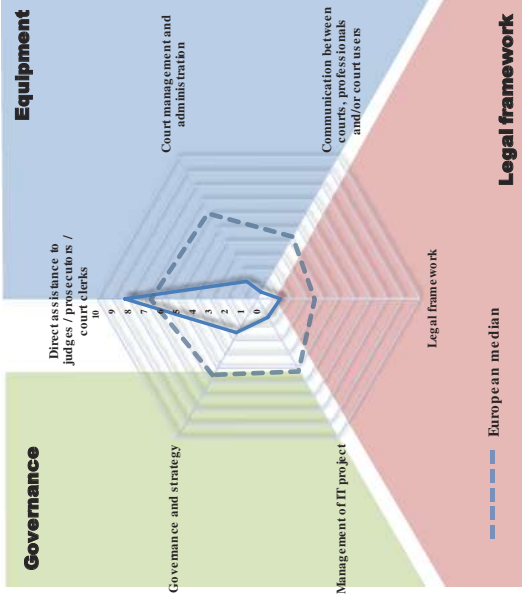


Level of development of the tools

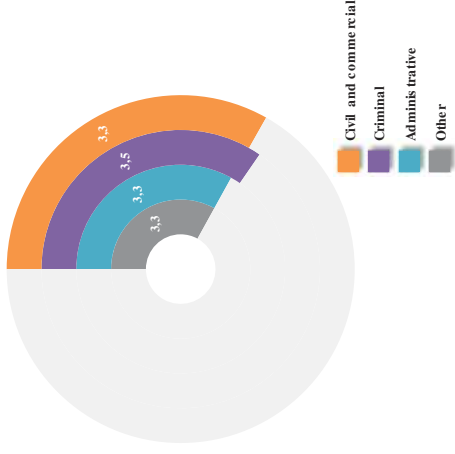


Armenia

Equipment	Direct assistance to judges / prosecutors / court clerks	8.2
	Court management and administration	3.3
	Communication between courts, professionals and/or court users	0.5
Legal framework	Legal framework	1.4
Governance	Management of IT project	1.4
	Governance and strategy	1.9
Level of development of the tools	To improve efficiency	2.5
	To improve quality	1.6
		2.0



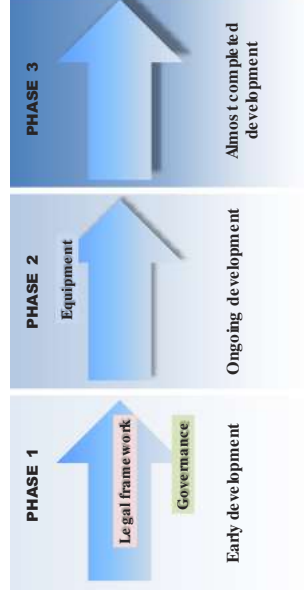
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.1
	Court management and administration	1.3
	Communication between courts, professionals and/or court users	0.5
	Legal framework	1.6
Criminal	Governance and strategy	2.3
	Level of development of the tools to improve efficiency	1.4
	Level of development of the tools to improve quality	1.6
	Direct assistance to judges / prosecutors / court clerks	8.7
Administrative	Court management and administration	1.2
	Communication between courts, professionals and/or court users	3.5
	Legal framework	0.5
	Governance and strategy	1.6
Other	Governance and strategy	2.7
	Level of development of the tools to improve efficiency	1.9
	Level of development of the tools to improve quality	2.5
	Direct assistance to judges / prosecutors / court clerks	8.1
Administrative	Court management and administration	1.2
	Communication between courts, professionals and/or court users	3.3
	Legal framework	0.6
	Governance and strategy	1.8
Other	Governance and strategy	2.3
	Level of development of the tools to improve efficiency	1.6
	Level of development of the tools to improve quality	1.8
	Direct assistance to judges / prosecutors / court clerks	8.1
Other	Court management and administration	1.2
	Communication between courts, professionals and/or court users	3.3
	Legal framework	0.6
	Governance and strategy	1.8
Other	Governance and strategy	2.3
	Level of development of the tools to improve efficiency	1.6
	Level of development of the tools to improve quality	1.8
	Direct assistance to judges / prosecutors / court clerks	8.1

Global IT Development level

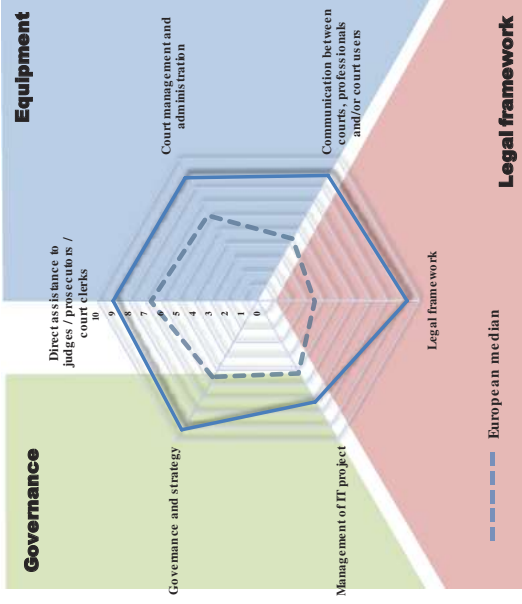


Level of development of the tools

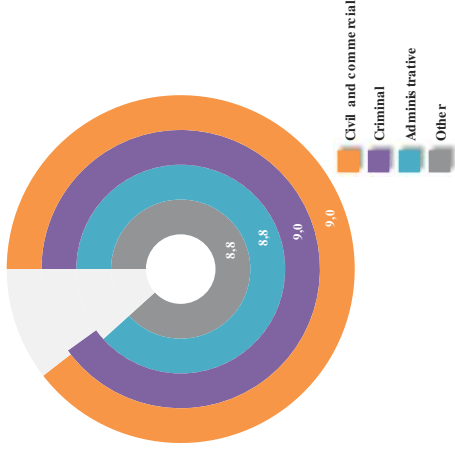


Austria

Equipment	Direct assistance to judges / prosecutors / court clerks	9,0
	Court management and administration	8,8
	Communication between courts, professionals and/or court users	8,9
Legal framework	Legal framework	9,3
Governance	Management of IT project	7,3
	Governance and strategy	9,3
Level of development of the tools	To improve efficiency	9,2
	To improve quality	9,3



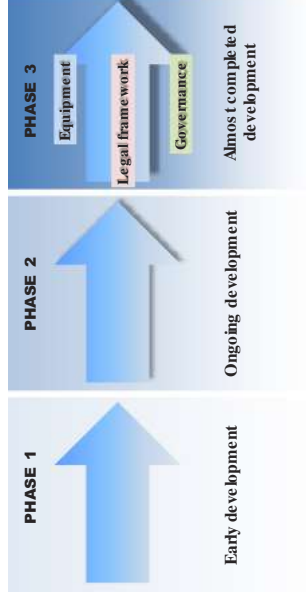
Global IT equipment per category



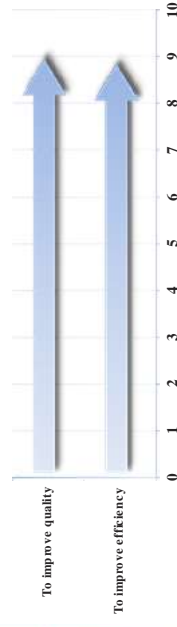
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,7
	Court management and administration	9,0
	Communication between courts, professionals and/or court users	9,1
	Legal framework	9,2
Criminal	Governance and strategy	9,3
	Level of development of the tools to improve efficiency	9,3
	Level of development of the tools to improve quality	9,4
	Direct assistance to judges / prosecutors / court clerks	9,0
Administrative	Court management and administration	8,8
	Communication between courts, professionals and/or court users	9,1
	Legal framework	10,5
	Governance and strategy	9,3
Other	Level of development of the tools to improve efficiency	9,3
	Level of development of the tools to improve quality	9,7
	Direct assistance to judges / prosecutors / court clerks	8,6
	Court management and administration	8,8
Other	Communication between courts, professionals and/or court users	9,0
	Legal framework	9,1
	Governance and strategy	9,3
	Level of development of the tools to improve efficiency	9,2
Other	Level of development of the tools to improve quality	9,3
	Direct assistance to judges / prosecutors / court clerks	8,6
	Court management and administration	8,8
	Communication between courts, professionals and/or court users	9,0
Other	Legal framework	9,1
	Governance and strategy	9,3
	Level of development of the tools to improve efficiency	9,2
	Level of development of the tools to improve quality	9,3

Global IT Development level



Level of development of the tools

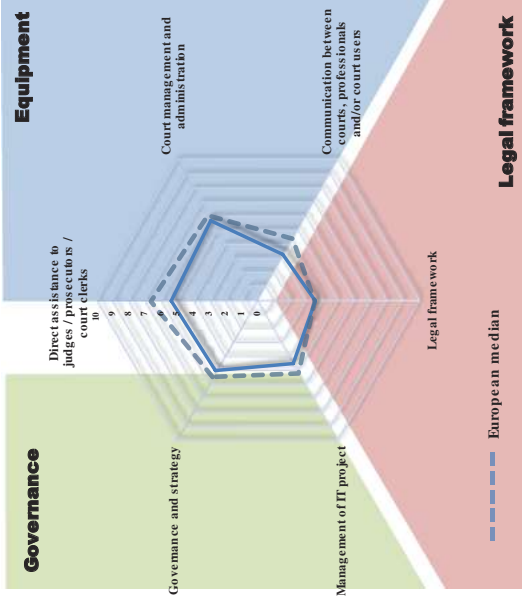


Azerbaijan

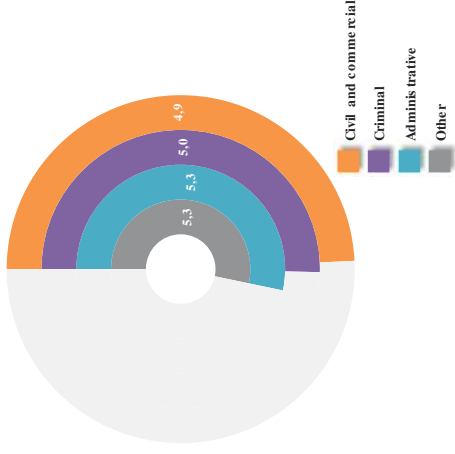
Equipment	Direct assistance to judges / prosecutors / court clerks	5,3
	Court management and administration	5,7
	Communication between courts, professionals and/or court users	3,3
Legal framework	Legal framework	3,6
	Management of IT project	3,6
Governance	Management and strategy	4,5
	Governance and strategy	5,1
Level of development of the tools	To improve efficiency	3,8
	To improve quality	4,5

Global IT equipment per category

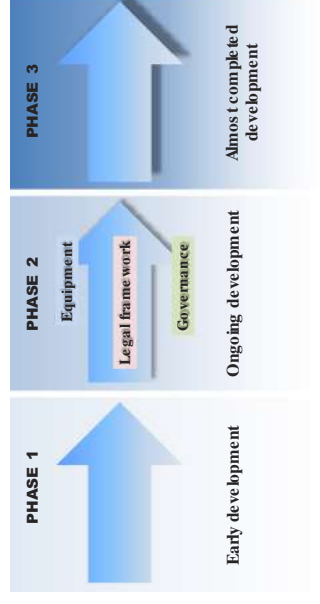
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5,9
	Court management and administration	5,5
	Communication between courts, professionals and/or court users	3,3
	Legal framework	3,2
Criminal	Governance and strategy	4,9
	Level of development of the tools to improve efficiency	3,6
	Level of development of the tools to improve quality	4,3
	Direct assistance to judges / prosecutors / court clerks	5,3
Administrative	Court management and administration	6,1
	Communication between courts, professionals and/or court users	3,6
	Legal framework	4,5
	Governance and strategy	5,2
Other	Level of development of the tools to improve efficiency	4,3
	Level of development of the tools to improve quality	5,1
	Direct assistance to judges / prosecutors / court clerks	5,9
	Court management and administration	6,1
	Communication between courts, professionals and/or court users	3,9
	Legal framework	3,6
	Governance and strategy	5,0
	Level of development of the tools to improve efficiency	4,2
	Level of development of the tools to improve quality	4,9
	Direct assistance to judges / prosecutors / court clerks	5,9
	Court management and administration	6,1
	Communication between courts, professionals and/or court users	3,9
	Legal framework	3,6
	Governance and strategy	5,0
	Level of development of the tools to improve efficiency	4,2
	Level of development of the tools to improve quality	4,9



Global IT equipment per category



Global IT Development level

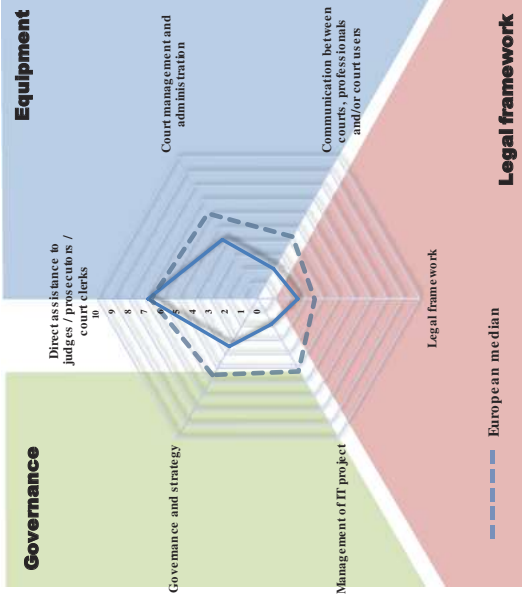


Level of development of the tools

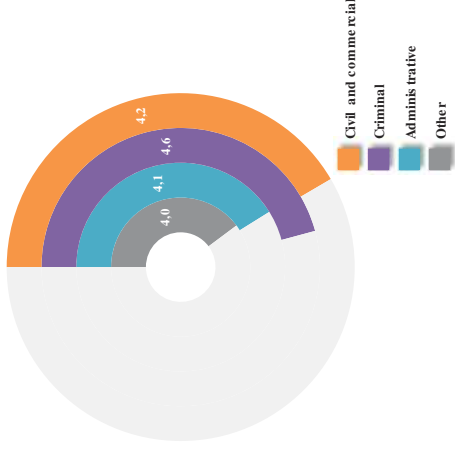


Belgium

Equipment	Direct assistance to judges / prosecutors / court clerks	6.8
	Court management and administration	4.2
	Communication between courts, professionals and/or court users	2.2
Legal framework	Legal framework	2.5
Governance	Management of IT project	1.8
	Governance and strategy	3.4
Level of development of the tools	To improve efficiency	2.9
	To improve quality	3.1



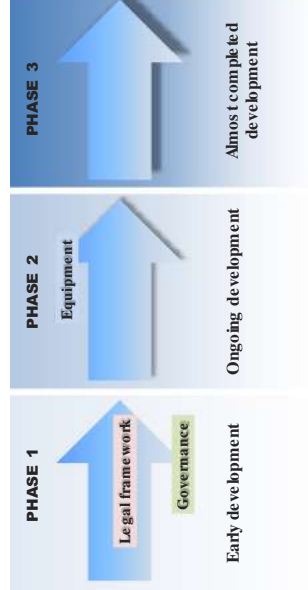
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	6.4
	Court management and administration	3.9
	Communication between courts, professionals and/or court users	2.1
	Legal framework	1.6
Criminal	Governance and strategy	3.3
	Level of development of the tools to improve efficiency	2.5
	Level of development of the tools to improve quality	2.6
	Direct assistance to judges / prosecutors / court clerks	6.8
Administrative	Court management and administration	4.6
	Communication between courts, professionals and/or court users	2.4
	Legal framework	3.6
	Governance and strategy	3.5
Other	Level of development of the tools to improve efficiency	3.3
	Level of development of the tools to improve quality	4.0
	Direct assistance to judges / prosecutors / court clerks	6.0
	Court management and administration	4.0
Administrative	Communication between courts, professionals and/or court users	2.3
	Legal framework	1.8
	Governance and strategy	3.0
	Level of development of the tools to improve efficiency	2.6
Other	Level of development of the tools to improve quality	2.6
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	4.0
	Communication between courts, professionals and/or court users	2.3
Other	Legal framework	1.8
	Governance and strategy	2.9
	Level of development of the tools to improve efficiency	2.5

Global IT Development level



Level of development of the tools

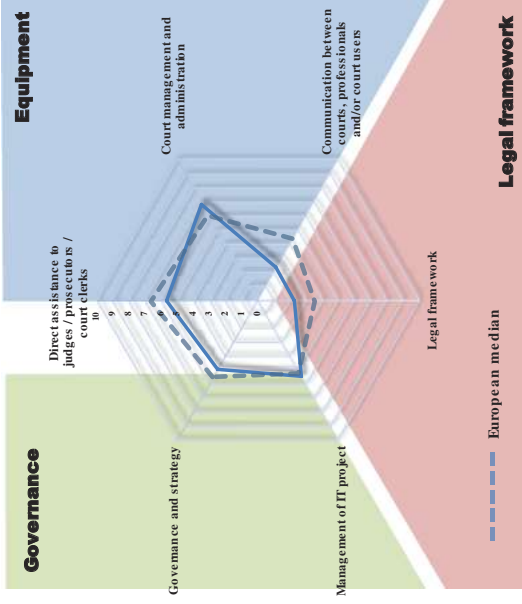


Bosnia and Herzegovina

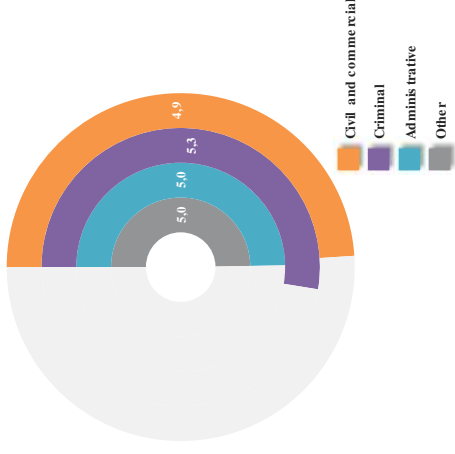
Equipment	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	6.9
	Communication between courts, professionals and/or court users	2.4
Legal framework	Legal framework	2.3
Governance	Management of IT project	5.5
	Governance and strategy	4.9
Level of development of the tools	To improve efficiency	3.5
	To improve quality	3.7

Global IT equipment per category

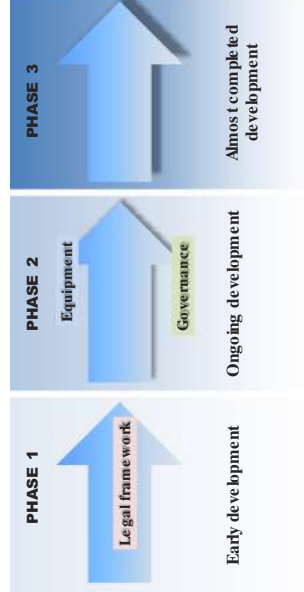
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	6.7
	Communication between courts, professionals and/or court users	2.4
	Legal framework	1.6
Criminal	Governance and strategy	4.7
	Level of development of the tools to improve efficiency	3.2
	Level of development of the tools to improve quality	3.4
	Direct assistance to judges / prosecutors / court clerks	5.9
Administrative	Court management and administration	7.2
	Communication between courts, professionals and/or court users	2.6
	Legal framework	3.2
	Governance and strategy	5.1
Other	Level of development of the tools to improve efficiency	4.1
	Level of development of the tools to improve quality	4.7
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	6.6
Civil and commercial	Communication between courts, professionals and/or court users	2.6
	Legal framework	1.8
	Governance and strategy	4.8
	Level of development of the tools to improve efficiency	3.6
Criminal	Level of development of the tools to improve quality	3.7
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	6.6
	Communication between courts, professionals and/or court users	2.6
Administrative	Legal framework	1.8
	Governance and strategy	4.8
	Level of development of the tools to improve efficiency	3.6
	Level of development of the tools to improve quality	3.7
Other	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	6.6
	Communication between courts, professionals and/or court users	2.6
	Legal framework	1.8
Civil and commercial	Governance and strategy	4.8
	Level of development of the tools to improve efficiency	3.6
	Level of development of the tools to improve quality	3.7
	Direct assistance to judges / prosecutors / court clerks	5.6
Criminal	Court management and administration	6.6
	Communication between courts, professionals and/or court users	2.6
	Legal framework	1.8
	Governance and strategy	4.8
Administrative	Level of development of the tools to improve efficiency	3.6
	Level of development of the tools to improve quality	3.7
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	6.6
Other	Communication between courts, professionals and/or court users	2.6
	Legal framework	1.8
	Governance and strategy	4.8
	Level of development of the tools to improve efficiency	3.6



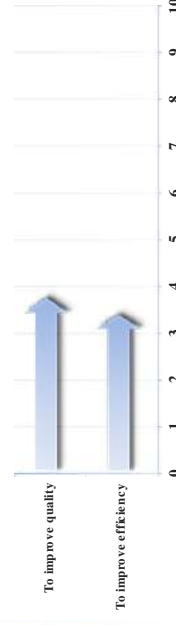
Global IT equipment per category



Global IT Development level

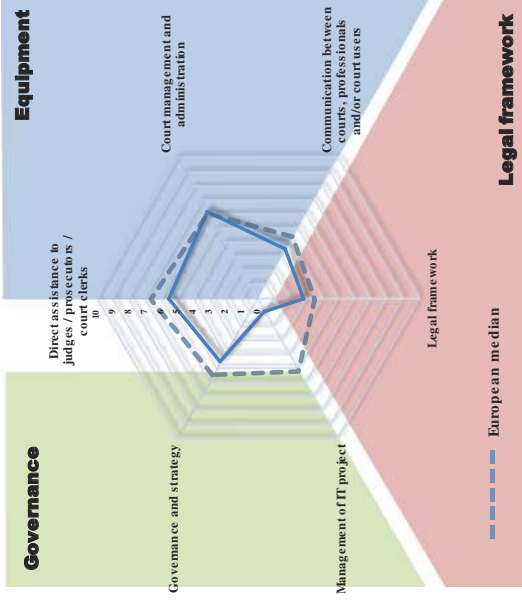


Level of development of the tools

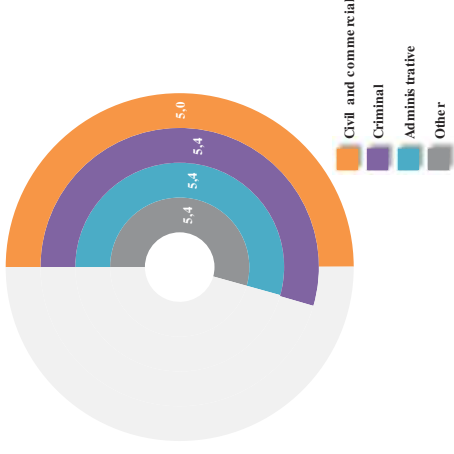


Bulgaria

Equipment	Direct assistance to judges / prosecutors / court clerks	5,5
	Court management and administration	6,2
	Communication between courts, professionals and/or court users	3,6
Legal framework	Legal framework	2,9
	Management of IT project	2,7
Governance	Governance and strategy	4,6
	To improve efficiency	3,8
	To improve quality	4,1



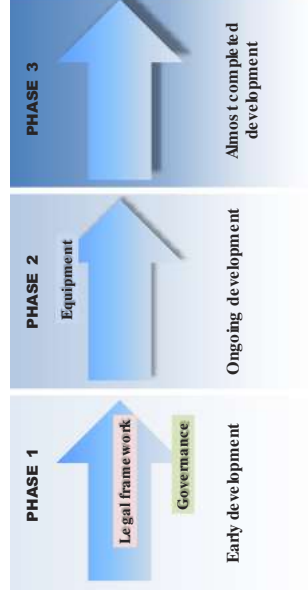
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5,4
	Court management and administration	6,0
	Communication between courts, professionals and/or court users	3,6
	Legal framework	2,4
Criminal	Governance and strategy	4,4
	Level of development of the tools to improve efficiency	3,6
	Level of development of the tools to improve quality	4,0
	Direct assistance to judges / prosecutors / court clerks	5,8
Administrative	Court management and administration	6,6
	Communication between courts, professionals and/or court users	3,9
	Legal framework	3,7
	Governance and strategy	4,7
Other	Level of development of the tools to improve efficiency	4,3
	Level of development of the tools to improve quality	5,1
	Direct assistance to judges / prosecutors / court clerks	5,4
	Court management and administration	6,6
Other	Communication between courts, professionals and/or court users	4,2
	Legal framework	2,7
	Governance and strategy	4,5
	Level of development of the tools to improve efficiency	4,2
Other	Level of development of the tools to improve quality	4,5
	Direct assistance to judges / prosecutors / court clerks	5,4
	Court management and administration	6,6
	Communication between courts, professionals and/or court users	4,2
Other	Legal framework	2,7
	Governance and strategy	4,5
	Level of development of the tools to improve efficiency	4,2
	Level of development of the tools to improve quality	4,5

Global IT Development level

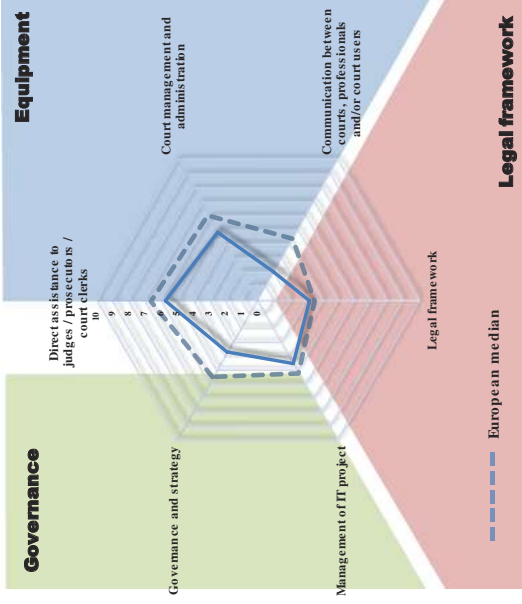


Level of development of the tools

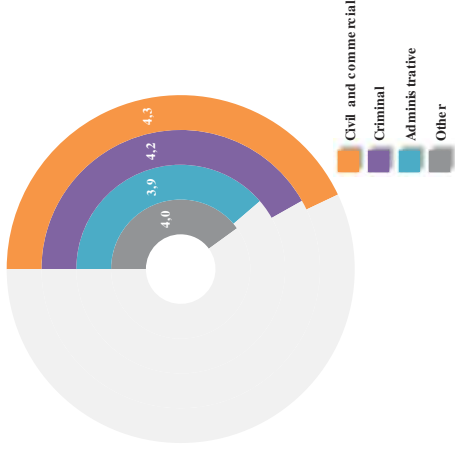


Croatia

Equipment	Direct assistance to judges / prosecutors / court clerks	5.7
	Court management and administration	4.9
	Communication between courts, professionals and/or court users	2.1
Legal framework	Legal framework	3.2
Governance	Management of IT project	4.5
	Governance and strategy	3.7
Level of development of the tools	To improve efficiency	3.0
	To improve quality	3.2



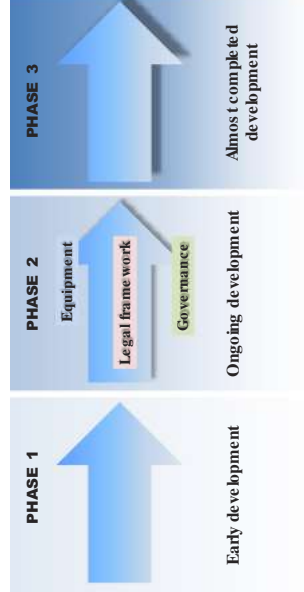
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5.9
	Court management and administration	4.8
	Communication between courts, professionals and/or court users	2.1
	Legal framework	2.9
Criminal	Governance and strategy	3.5
	Level of development of the tools to improve efficiency	2.7
	Level of development of the tools to improve quality	3.1
	Direct assistance to judges / prosecutors / court clerks	5.7
Administrative	Court management and administration	4.9
	Communication between courts, professionals and/or court users	2.0
	Legal framework	3.6
	Governance and strategy	3.7
Other	Level of development of the tools to improve efficiency	3.2
	Level of development of the tools to improve quality	3.9
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	4.3
Civil and commercial	Communication between courts, professionals and/or court users	1.7
	Legal framework	1.8
	Governance and strategy	3.1
	Level of development of the tools to improve efficiency	2.4
Administrative	Level of development of the tools to improve quality	2.9
	Direct assistance to judges / prosecutors / court clerks	5.9
	Court management and administration	4.3
	Communication between courts, professionals and/or court users	1.8
Other	Legal framework	1.8
	Governance and strategy	3.3
	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	3.0

Global IT Development level



Level of development of the tools

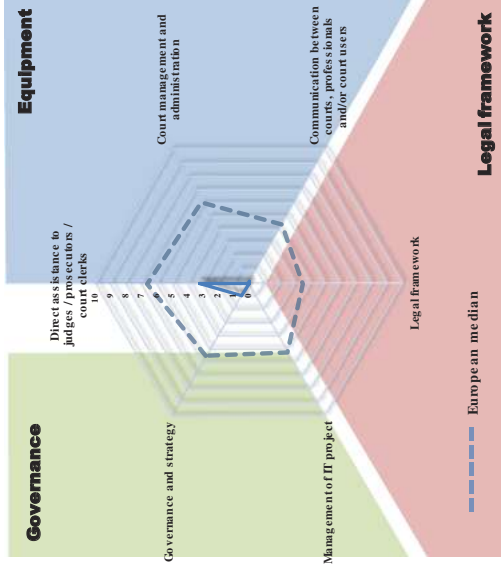


Cyprus

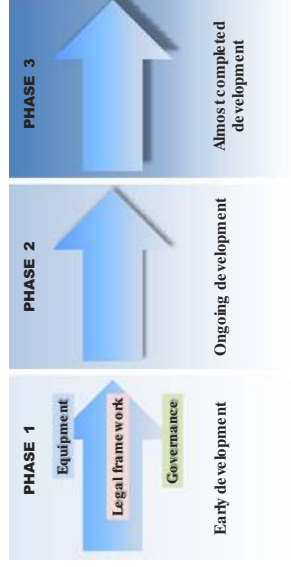
Equipment	Direct assistance to judges / prosecutors / court clerks	3.2
	Court management and administration	0.0
	Communication between courts, prosecutors and/or court users	1.1
Legal framework	Legal framework	0.1
	Management of IT project	0.0
	Governance and strategy	0.0
Governance	Governance and strategy	0.9
	To improve efficiency	0.6
	To improve quality	0.5
Level of development of the tools		0.6
		0.5

Global IT equipment per category

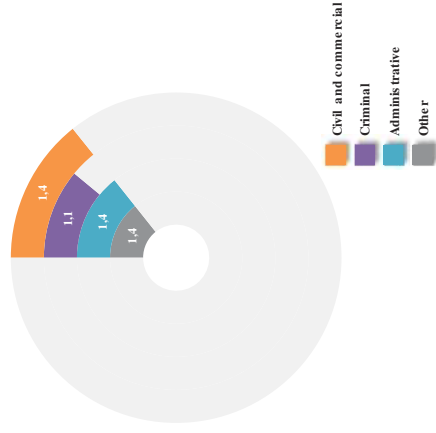
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	0.0
	Communication between courts, prosecutors and/or court users	1.4
	Legal framework	0.1
	Governance and strategy	1.0
Criminal	Level of development of the tools to improve efficiency	0.6
	Level of development of the tools to improve quality	0.5
	Direct assistance to judges / prosecutors / court clerks	3.2
	Court management and administration	0.0
	Communication between courts, prosecutors and/or court users	1.1
Administrative	Legal framework	0.1
	Governance and strategy	0.0
	Level of development of the tools to improve efficiency	0.9
	Level of development of the tools to improve quality	0.7
	Direct assistance to judges / prosecutors / court clerks	0.5
Other	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	0.0
	Communication between courts, prosecutors and/or court users	1.4
	Legal framework	0.1
	Governance and strategy	0.0
	Level of development of the tools to improve efficiency	1.0
	Level of development of the tools to improve quality	0.7
	Direct assistance to judges / prosecutors / court clerks	0.5
	Court management and administration	4.2
	Communication between courts, prosecutors and/or court users	0.0
	Legal framework	0.1
	Governance and strategy	1.0
	Level of development of the tools to improve efficiency	0.7
	Level of development of the tools to improve quality	0.5
	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	0.0
	Communication between courts, prosecutors and/or court users	1.4
	Legal framework	0.1
	Governance and strategy	0.0
	Level of development of the tools to improve efficiency	1.0
	Level of development of the tools to improve quality	0.7
	Direct assistance to judges / prosecutors / court clerks	0.5
	Court management and administration	4.2
	Communication between courts, prosecutors and/or court users	0.0
	Legal framework	0.1
	Governance and strategy	0.0
	Level of development of the tools to improve efficiency	1.0
	Level of development of the tools to improve quality	0.7
	Direct assistance to judges / prosecutors / court clerks	0.5
	Court management and administration	4.2
	Communication between courts, prosecutors and/or court users	0.0
	Legal framework	0.1
	Governance and strategy	0.0
	Level of development of the tools to improve efficiency	1.0
	Level of development of the tools to improve quality	0.7
	Direct assistance to judges / prosecutors / court clerks	0.5
	Court management and administration	4.2
	Communication between courts, prosecutors and/or court users	0.0
	Legal framework	0.1
	Governance and strategy	0.0



Global IT Development level



Global IT equipment per category

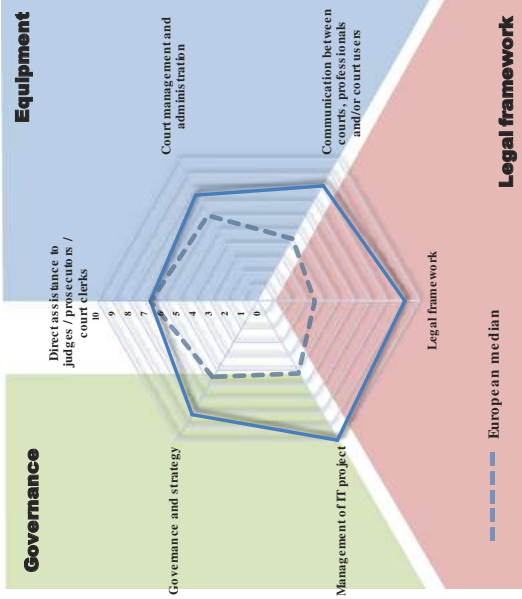


Level of development of the tools

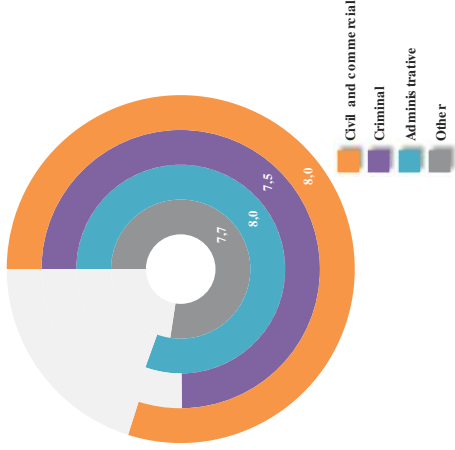


Czech Republic

Equipment	Direct assistance to judges / prosecutors / court clerks	6,7	7,5
Legal framework	Court management and administration	7,6	8,0
	Communication between courts, professionals and/or court users	8,2	8,1
Governance	Legal framework	9,1	9,1
	Management of IT project	10,0	9,0
Level of development of the tools	Governance and strategy	8,1	8,1
	To improve efficiency	8,4	8,1
	To improve quality	7,7	



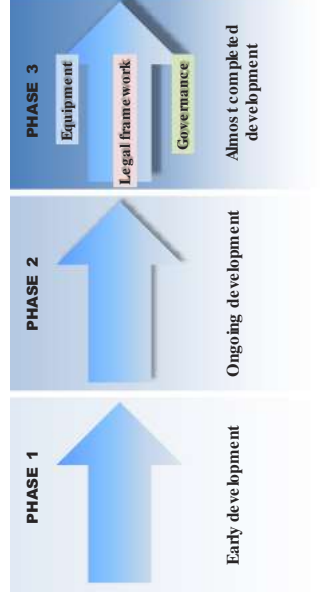
Global IT equipment per category



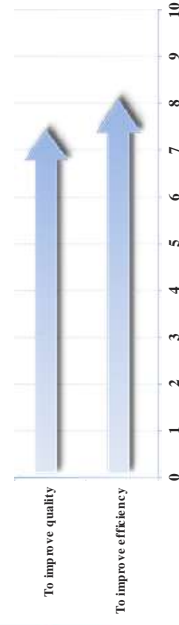
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,4	8,0
	Court management and administration	7,4	8,0
Criminal	Communication between courts, professionals and/or court users	8,2	8,2
	Legal framework	8,8	8,2
Administrative	Governance and strategy	8,2	8,0
	Level of development of the tools to improve efficiency	8,5	8,0
Other	Level of development of the tools to improve quality	6,4	7,5
	Direct assistance to judges / prosecutors / court clerks	7,7	8,4
	Court management and administration	7,7	8,4
	Communication between courts, professionals and/or court users	8,4	10,1
	Legal framework	10,1	8,0
	Governance and strategy	8,0	8,2
	Level of development of the tools to improve efficiency	8,2	7,6
	Level of development of the tools to improve quality	7,7	8,4
	Direct assistance to judges / prosecutors / court clerks	8,4	8,0
	Court management and administration	7,7	8,1
	Communication between courts, professionals and/or court users	8,1	8,6
	Legal framework	8,6	8,3
	Governance and strategy	8,3	8,4
	Level of development of the tools to improve efficiency	8,4	7,9
	Level of development of the tools to improve quality	7,9	8,1
	Direct assistance to judges / prosecutors / court clerks	8,1	7,2
	Court management and administration	7,2	7,7
	Communication between courts, professionals and/or court users	7,8	8,2
	Legal framework	8,2	8,2
	Governance and strategy	8,2	8,1
	Level of development of the tools to improve efficiency	8,1	7,5
	Level of development of the tools to improve quality	7,5	

Global IT Development level



Level of development of the tools

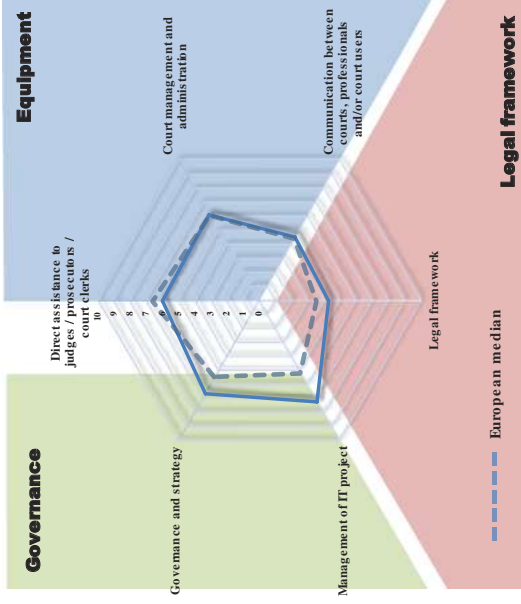


Denmark

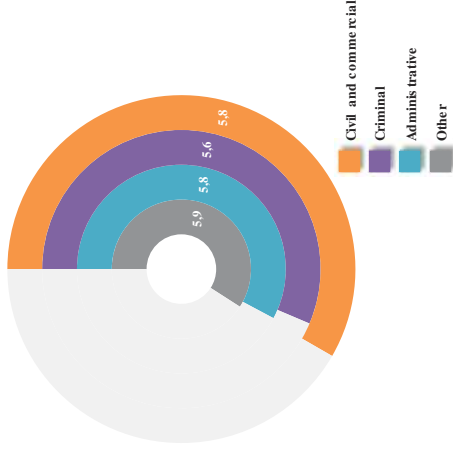
Equipment	Direct assistance to judges / prosecutors / court clerks	6,0
	Court management and administration	6,1
	Communication between courts, professionals and/or court users	4,6
Legal framework	Legal framework	4,3
Governance	Management of IT project	7,3
	Governance and strategy	6,6
Level of development of the tools	To improve efficiency	5,8
	To improve quality	5,4

Global IT equipment per category

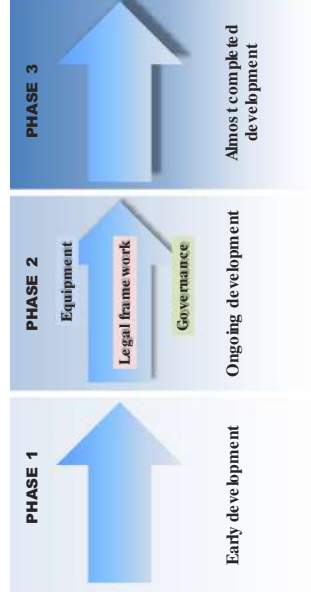
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	6,8
	Court management and administration	6,1
	Communication between courts, professionals and/or court users	4,6
	Legal framework	4,6
	Governance and strategy	6,6
Criminal	Level of development of the tools to improve efficiency	5,5
	Level of development of the tools to improve quality	5,3
	Direct assistance to judges / prosecutors / court clerks	5,9
	Court management and administration	6,3
	Communication between courts, professionals and/or court users	4,7
Adminis traive	Legal framework	4,6
	Governance and strategy	6,6
	Level of development of the tools to improve efficiency	6,2
	Level of development of the tools to improve quality	5,8
	Direct assistance to judges / prosecutors / court clerks	6,5
Other	Court management and administration	6,0
	Communication between courts, professionals and/or court users	4,9
	Legal framework	4,5
	Governance and strategy	6,3
	Level of development of the tools to improve efficiency	5,7
	Level of development of the tools to improve quality	5,1
	Direct assistance to judges / prosecutors / court clerks	6,8
	Court management and administration	6,0
	Communication between courts, professionals and/or court users	5,0
	Legal framework	4,5
	Governance and strategy	6,4
	Level of development of the tools to improve efficiency	5,8
	Level of development of the tools to improve quality	5,3



Global IT equipment per category



Global IT Development level

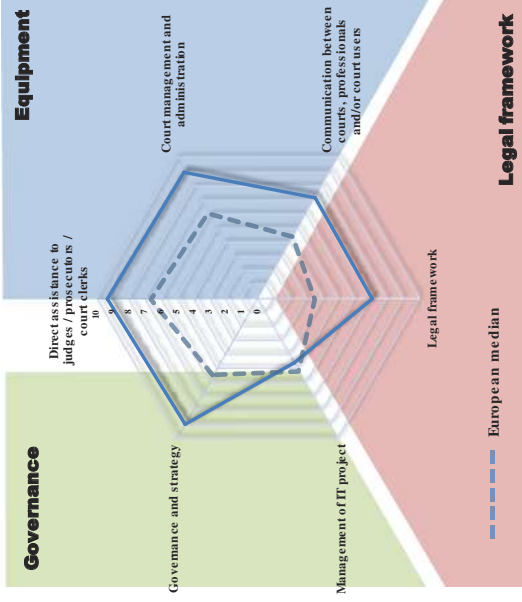


Level of development of the tools

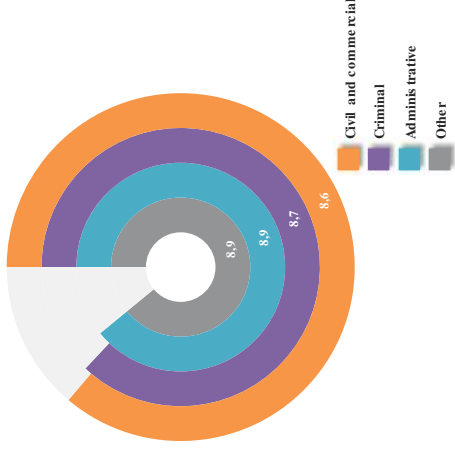


Estonia

Equipment	Direct assistance to judges / prosecutors / court clerks	9,4
	Court management and administration	9,1
	Communication between courts, professionals and/or court users	7,2
Legal framework	Legal framework	7,1
Governance	Management of IT project	4,5
	Governance and strategy	9,0
Level of development of the tools	To improve efficiency	7,5
	To improve quality	8,2



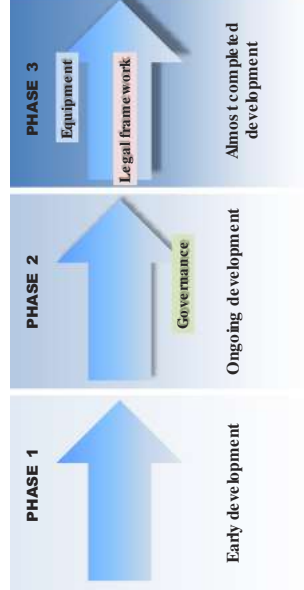
Global IT equipment per category



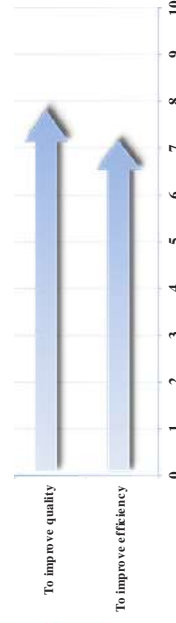
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	9,2
	Court management and administration	9,2
	Communication between courts, professionals and/or court users	7,4
	Legal framework	7,1
Criminal	Governance and strategy	9,0
	Level of development of the tools to improve efficiency	7,1
	Level of development of the tools to improve quality	7,8
	Direct assistance to judges / prosecutors / court clerks	9,4
Administrative	Court management and administration	9,0
	Communication between courts, professionals and/or court users	7,7
	Legal framework	8,4
	Governance and strategy	9,0
Other	Level of development of the tools to improve efficiency	8,1
	Level of development of the tools to improve quality	9,0
	Direct assistance to judges / prosecutors / court clerks	9,2
	Court management and administration	9,0
Administrative	Communication between courts, professionals and/or court users	8,5
	Legal framework	8,2
	Governance and strategy	9,0
	Level of development of the tools to improve efficiency	8,1
Other	Level of development of the tools to improve quality	8,5
	Direct assistance to judges / prosecutors / court clerks	9,2
	Court management and administration	9,0
	Communication between courts, professionals and/or court users	8,5
Other	Legal framework	8,2
	Governance and strategy	9,0
	Level of development of the tools to improve efficiency	8,1
	Level of development of the tools to improve quality	8,5

Global IT Development level

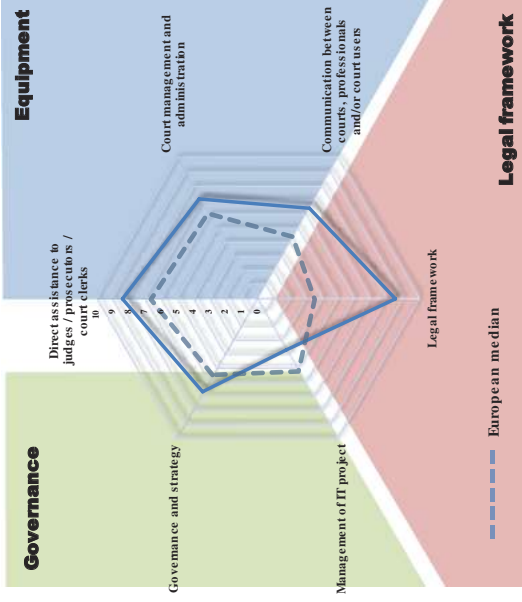


Level of development of the tools

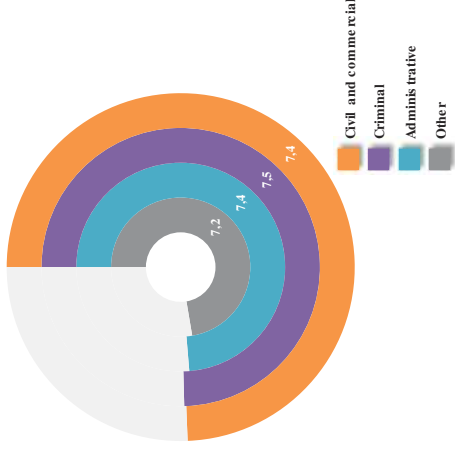


Finland

Equipment	Direct assistance to judges / prosecutors / court clerks	8.4
	Court management and administration	7.1
	Communication between courts, professionals and/or court users	6.5
Legal framework	Legal framework	8.6
Governance	Management of IT project	3.6
	Governance and strategy	6.7
Level of development of the tools	To improve efficiency	7.2
	To improve quality	7.0



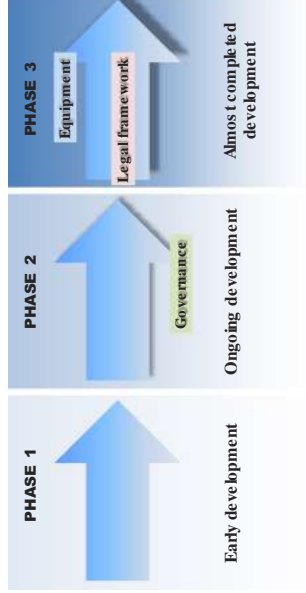
Global IT equipment per category



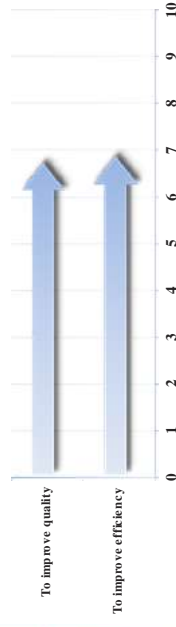
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.5
	Court management and administration	7.3
	Communication between courts, professionals and/or court users	6.5
	Legal framework	7.9
Criminal	Governance and strategy	6.7
	Level of development of the tools to improve efficiency	7.2
	Level of development of the tools to improve quality	6.9
	Direct assistance to judges / prosecutors / court clerks	8.5
Administrative	Court management and administration	7.1
	Communication between courts, professionals and/or court users	6.8
	Legal framework	10.5
	Governance and strategy	6.7
Other	Level of development of the tools to improve efficiency	7.3
	Level of development of the tools to improve quality	7.4
	Direct assistance to judges / prosecutors / court clerks	8.5
	Court management and administration	7.1
Administrative	Communication between courts, professionals and/or court users	6.4
	Legal framework	9.1
	Governance and strategy	6.6
	Level of development of the tools to improve efficiency	7.2
Other	Level of development of the tools to improve quality	6.9
	Direct assistance to judges / prosecutors / court clerks	8.1
	Court management and administration	7.1
	Communication between courts, professionals and/or court users	6.4
Other	Legal framework	9.1
	Governance and strategy	6.5
	Level of development of the tools to improve efficiency	7.1
	Level of development of the tools to improve quality	6.8

Global IT Development level

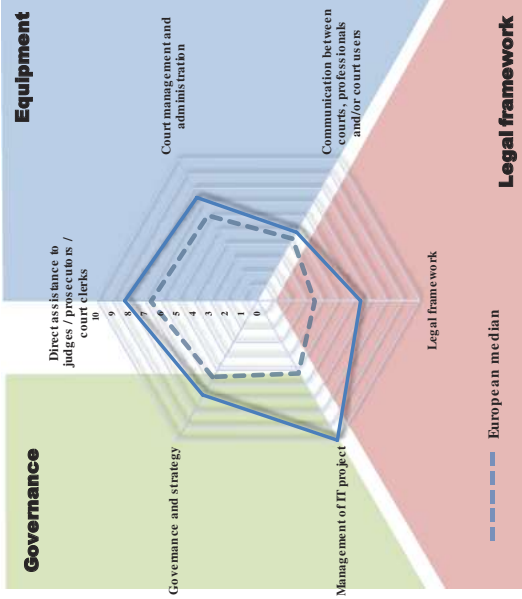


Level of development of the tools

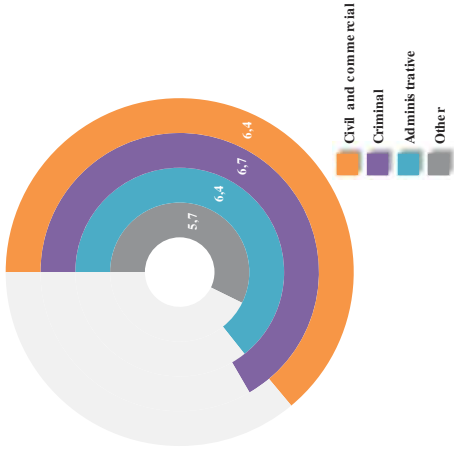


France

Equipment	Direct assistance to judges / prosecutors / court clerks	8.2
	Court management and administration	7.4
	Communication between courts, professionals and/or court users	4.9
Legal framework	Legal framework	6.4
Governance	Management of IT project	10.0
	Governance and strategy	6.7
Level of development of the tools	To improve efficiency	6.2
	To improve quality	6.2



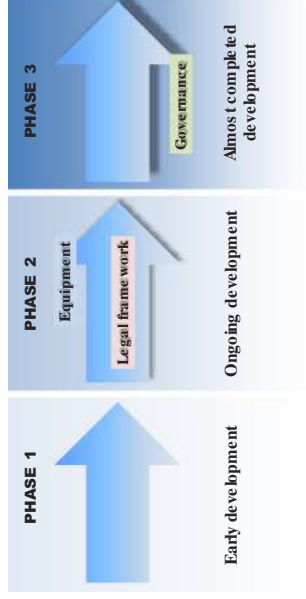
Global IT equipment per category



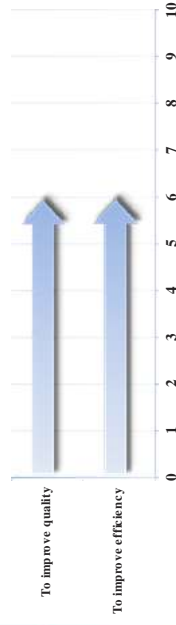
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	6.6
	Communication between courts, professionals and/or court users	4.3
	Legal framework	5.5
Criminal	Governance and strategy	6.3
	Level of development of the tools to improve efficiency	5.5
	Level of development of the tools to improve quality	5.4
	Direct assistance to judges / prosecutors / court clerks	8.0
Administrative	Court management and administration	7.1
	Communication between courts, professionals and/or court users	4.9
	Legal framework	6.5
	Governance and strategy	6.2
Other	Level of development of the tools to improve efficiency	5.9
	Level of development of the tools to improve quality	6.2
	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	6.6
Other	Communication between courts, professionals and/or court users	4.4
	Legal framework	4.5
	Governance and strategy	6.3
	Level of development of the tools to improve efficiency	6.0
Other	Level of development of the tools to improve quality	5.6
	Direct assistance to judges / prosecutors / court clerks	7.5
	Court management and administration	5.7
	Communication between courts, professionals and/or court users	4.0
Other	Legal framework	4.1
	Governance and strategy	5.5
Other	Level of development of the tools to improve efficiency	5.0
Other	Level of development of the tools to improve quality	4.8

Global IT Development level

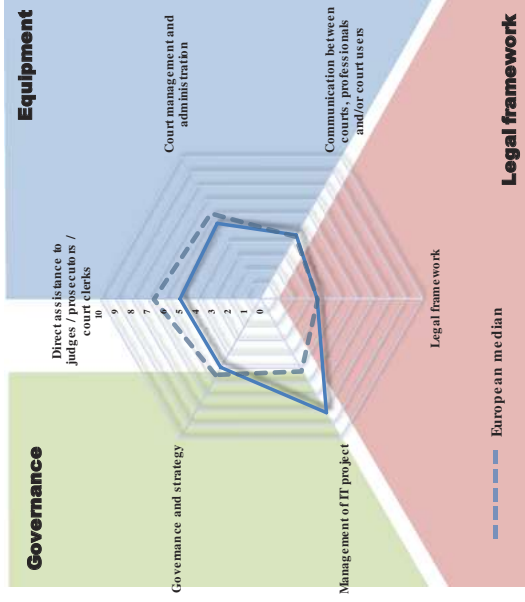


Level of development of the tools

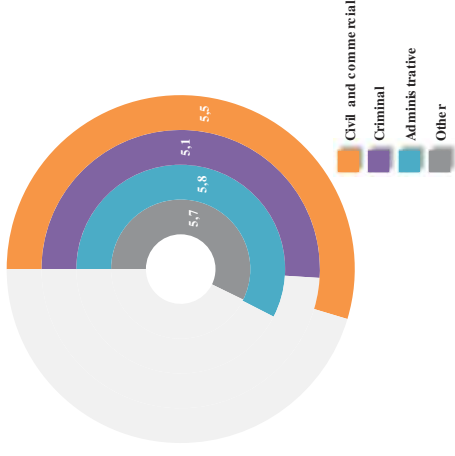


Georgia

Equipment	Direct assistance to judges / prosecutors / court clerks	5.0
	Court management and administration	5.3
	Communication between courts, professionals and/or court users	4.6
Legal framework	Legal framework	3.6
Governance	Management of IT project	8.2
	Governance and strategy	4.9
Level of development of the tools	To improve efficiency	4.5
	To improve quality	5.2



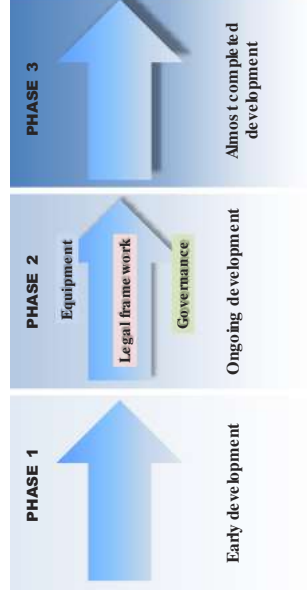
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	6.5
	Court management and administration	5.2
	Communication between courts, professionals and/or court users	4.7
	Legal framework	3.7
Criminal	Governance and strategy	4.9
	Level of development of the tools to improve efficiency	4.5
	Level of development of the tools to improve quality	5.2
	Direct assistance to judges / prosecutors / court clerks	5.0
Administrative	Court management and administration	5.7
	Communication between courts, professionals and/or court users	4.6
	Legal framework	3.7
	Governance and strategy	4.8
Other	Level of development of the tools to improve efficiency	4.6
	Level of development of the tools to improve quality	5.4
	Direct assistance to judges / prosecutors / court clerks	6.5
	Court management and administration	5.7
Other	Communication between courts, professionals and/or court users	5.0
	Legal framework	2.7
	Governance and strategy	5.0
	Level of development of the tools to improve efficiency	4.8
Other	Level of development of the tools to improve quality	5.6
	Direct assistance to judges / prosecutors / court clerks	6.5
	Court management and administration	5.7
	Communication between courts, professionals and/or court users	5.0
Other	Legal framework	2.7
	Governance and strategy	5.0
Other	Level of development of the tools to improve efficiency	4.7
	Level of development of the tools to improve quality	5.5

Global IT Development level

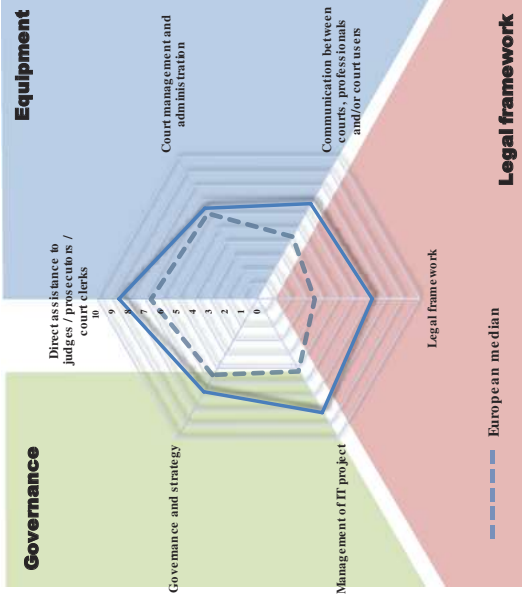


Level of development of the tools

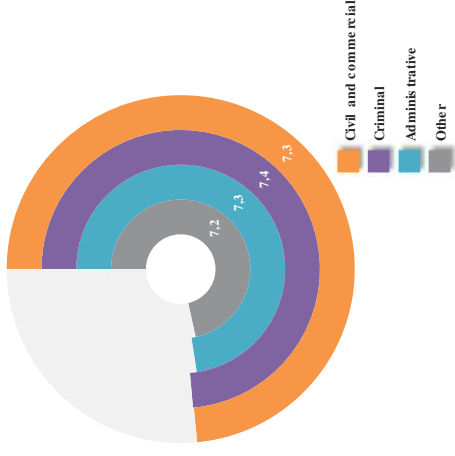


Germany

Equipment	Direct assistance to judges / prosecutors / court clerks	8,6
	Court management and administration	6,5
	Communication between courts, professionals and/or court users	6,7
Legal framework	Legal framework	7,1
Governance	Management of IT project	8,2
	Governance and strategy	6,6
Level of development of the tools	To improve efficiency	7,1
	To improve quality	7,0



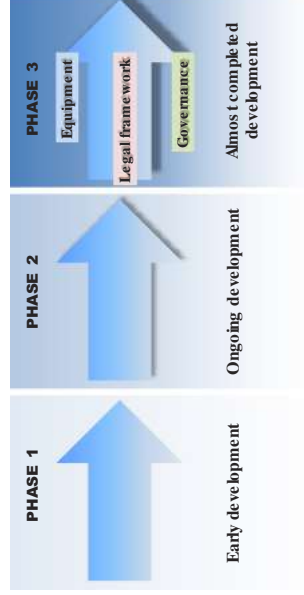
Global IT equipment per category



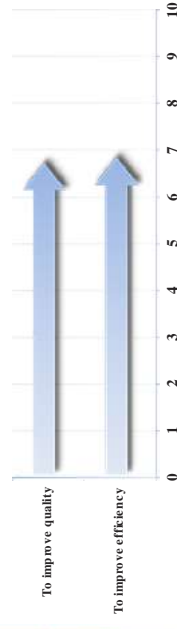
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,4
	Court management and administration	6,6
	Communication between courts, professionals and/or court users	7,0
	Legal framework	7,1
Criminal	Governance and strategy	6,6
	Level of development of the tools to improve efficiency	7,2
	Level of development of the tools to improve quality	7,0
	Direct assistance to judges / prosecutors / court clerks	8,8
Administrative	Court management and administration	6,4
	Communication between courts, professionals and/or court users	6,8
	Legal framework	8,4
	Governance and strategy	6,7
Other	Level of development of the tools to improve efficiency	7,2
	Level of development of the tools to improve quality	7,4
	Direct assistance to judges / prosecutors / court clerks	8,4
	Court management and administration	6,4
Other	Communication between courts, professionals and/or court users	6,9
	Legal framework	8,2
	Governance and strategy	6,6
	Level of development of the tools to improve efficiency	7,1
Other	Level of development of the tools to improve quality	6,8
	Direct assistance to judges / prosecutors / court clerks	8,1
	Court management and administration	6,4
	Communication between courts, professionals and/or court users	6,9
Other	Legal framework	8,2
	Governance and strategy	6,6
	Level of development of the tools to improve efficiency	7,1
	Level of development of the tools to improve quality	6,7

Global IT Development level

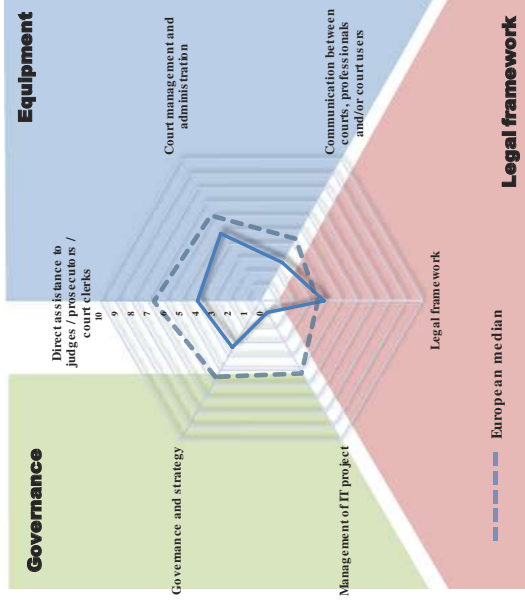


Level of development of the tools

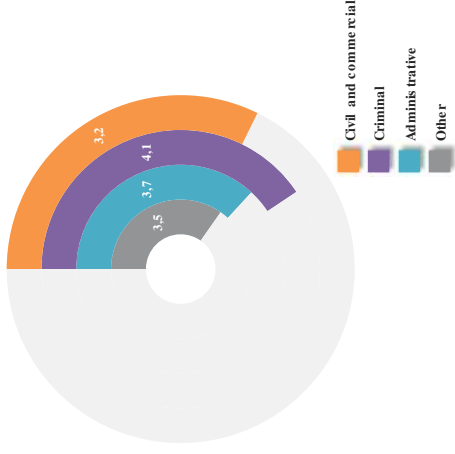


Greece

Equipment	Direct assistance to judges / prosecutors / court clerks	3.9
	Court management and administration	4.8
	Communication between courts, professionals and/or court users	2.7
Legal framework	Legal framework	3.9
Governance	Management of IT project	0.9
	Governance and strategy	3.4
Level of development of the tools	To improve efficiency	3.2
	To improve quality	3.3



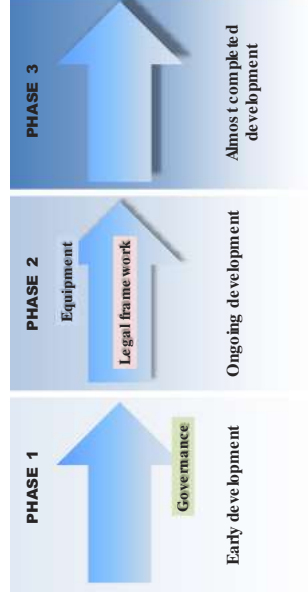
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	2.4
	Court management and administration	4.5
	Communication between courts, professionals and/or court users	2.8
	Legal framework	3.5
Criminal	Governance and strategy	3.1
	Level of development of the tools to improve efficiency	2.9
	Level of development of the tools to improve quality	3.1
	Direct assistance to judges / prosecutors / court clerks	4.3
Administrative	Court management and administration	5.1
	Communication between courts, professionals and/or court users	2.9
	Legal framework	4.8
	Governance and strategy	3.5
Other	Level of development of the tools to improve efficiency	3.5
	Level of development of the tools to improve quality	4.0
	Direct assistance to judges / prosecutors / court clerks	2.6
	Court management and administration	5.1
Administrative	Communication between courts, professionals and/or court users	3.4
	Legal framework	3.6
	Governance and strategy	3.3
	Level of development of the tools to improve efficiency	3.4
Other	Level of development of the tools to improve quality	3.5
	Direct assistance to judges / prosecutors / court clerks	2.3
	Court management and administration	4.9
	Communication between courts, professionals and/or court users	3.2
Other	Legal framework	3.6
	Governance and strategy	3.0
	Level of development of the tools to improve efficiency	3.1
	Level of development of the tools to improve quality	3.4

Global IT Development level

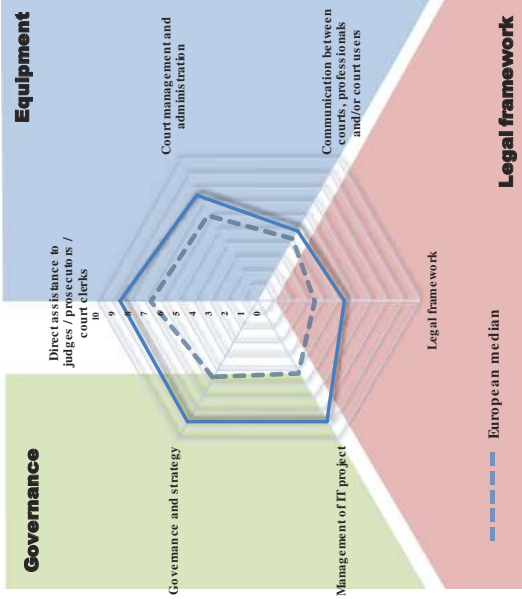


Level of development of the tools

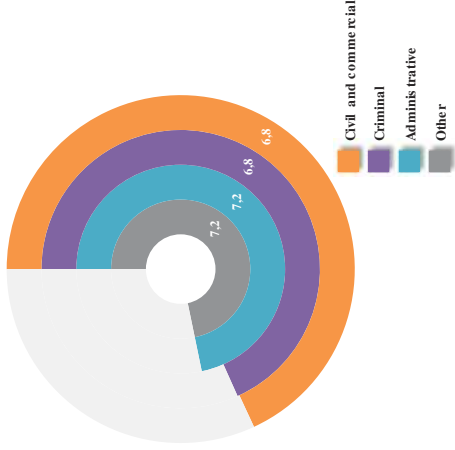


Hungary

Equipment	Direct assistance to judges / prosecutors / court clerks	8,5
	Court management and administration	7,5
	Communication between courts, professionals and/or court users	5,0
Legal framework	Legal framework	5,4
Governance	Management of IT project	8,6
	Governance and strategy	8,7
Level of development of the tools	To improve efficiency	6,2
	To improve quality	6,4



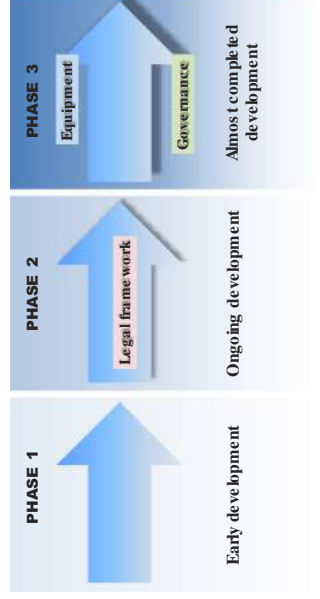
Global IT equipment per category



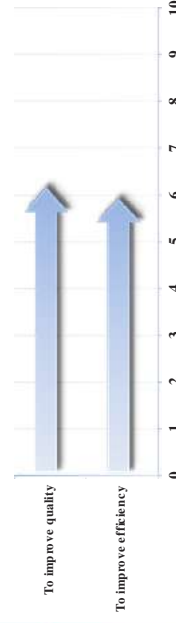
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	9,2
	Court management and administration	6,9
	Communication between courts, professionals and/or court users	4,4
	Legal framework	3,7
Criminal	Governance and strategy	8,0
	Level of development of the tools to improve efficiency	5,2
	Level of development of the tools to improve quality	5,5
	Direct assistance to judges / prosecutors / court clerks	8,6
Administrative	Court management and administration	7,5
	Communication between courts, professionals and/or court users	4,4
	Legal framework	4,4
	Governance and strategy	7,5
Other	Level of development of the tools to improve efficiency	5,9
	Level of development of the tools to improve quality	6,5
	Direct assistance to judges / prosecutors / court clerks	9,2
	Court management and administration	7,1
Other	Communication between courts, professionals and/or court users	5,2
	Legal framework	4,5
	Governance and strategy	8,1
	Level of development of the tools to improve efficiency	6,1
Other	Level of development of the tools to improve quality	6,1
	Direct assistance to judges / prosecutors / court clerks	9,2
	Court management and administration	7,1
	Communication between courts, professionals and/or court users	5,2
Other	Legal framework	4,5
	Governance and strategy	8,1
	Level of development of the tools to improve efficiency	6,1
	Level of development of the tools to improve quality	6,1

Global IT Development level

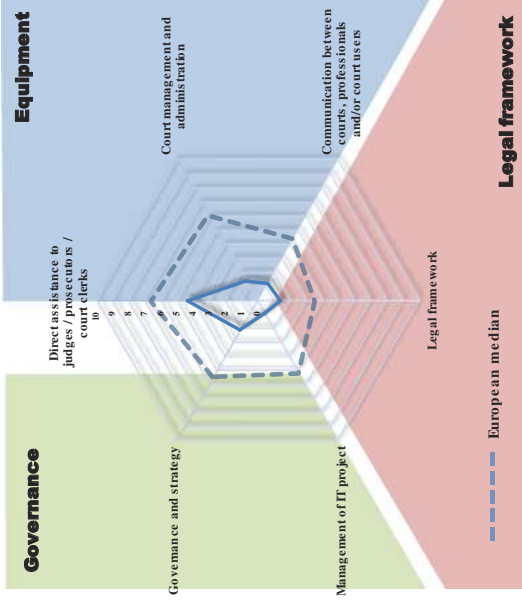


Level of development of the tools

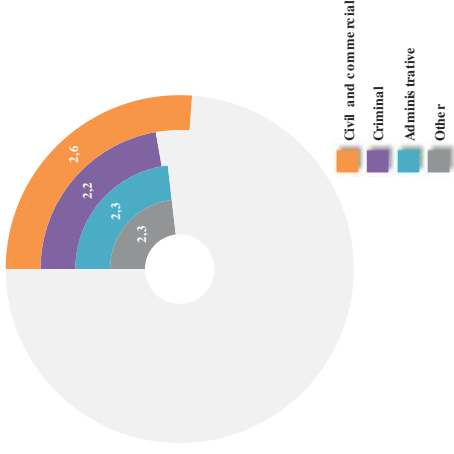


Iceland

Equipment	Direct assistance to judges / prosecutors / court clerks	4.4
	Court management and administration	1.4
	Communication between courts, professionals and/or court users	1.3
Legal framework	Legal framework	1.4
Governance	Management of IT project	0.9
	Governance and strategy	2.1
Level of development of the tools	To improve efficiency	1.5
	To improve quality	1.9



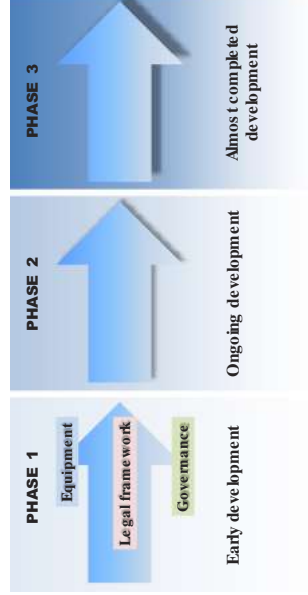
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	4.8
	Court management and administration	1.8
	Communication between courts, professionals and/or court users	1.3
	Legal framework	1.6
Criminal	Governance and strategy	2.0
	Level of development of the tools to improve efficiency	1.4
	Level of development of the tools to improve quality	1.7
	Direct assistance to judges / prosecutors / court clerks	4.5
Administrative	Court management and administration	0.9
	Communication between courts, professionals and/or court users	2.2
	Legal framework	1.3
	Governance and strategy	1.6
Other	Governance and strategy	2.2
	Level of development of the tools to improve efficiency	1.7
	Level of development of the tools to improve quality	2.2
	Direct assistance to judges / prosecutors / court clerks	4.8
Administrative	Court management and administration	0.9
	Communication between courts, professionals and/or court users	2.3
	Legal framework	1.3
	Governance and strategy	1.8
Other	Governance and strategy	1.8
	Level of development of the tools to improve efficiency	1.4
	Level of development of the tools to improve quality	1.7
	Direct assistance to judges / prosecutors / court clerks	4.8
Other	Court management and administration	0.9
	Communication between courts, professionals and/or court users	2.3
	Legal framework	1.3
	Governance and strategy	1.8
Other	Governance and strategy	1.8
	Level of development of the tools to improve efficiency	1.4
Other	Level of development of the tools to improve efficiency	1.4
	Level of development of the tools to improve quality	1.7

Global IT Development level



Level of development of the tools

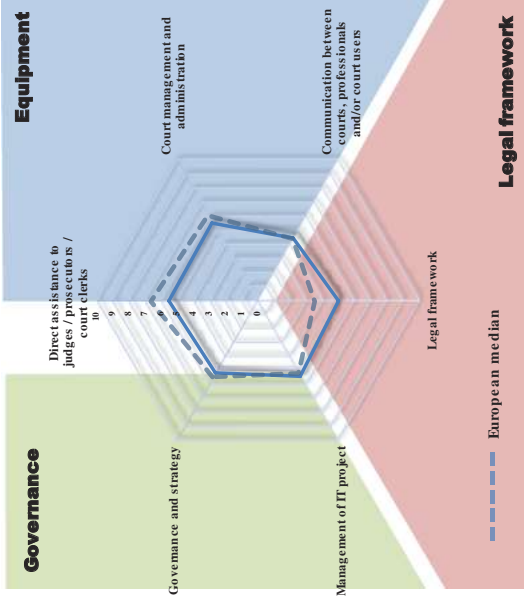


Ireland

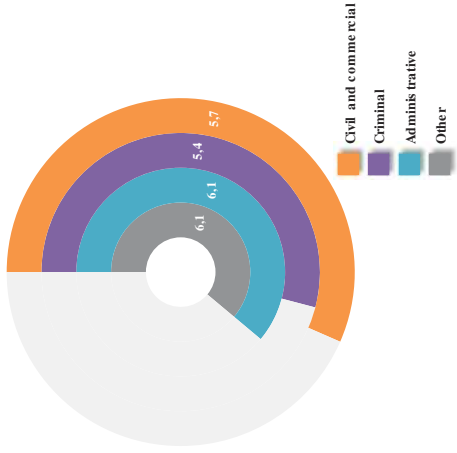
Equipment	Direct assistance to judges / prosecutors / court clerks	5,5
	Court management and administration	5,5
	Communication between courts, professionals and/or court users	4,5
Legal framework	Legal framework	5,0
Governance	Management of IT project	5,5
	Governance and strategy	5,2
Level of development of the tools	To improve efficiency	4,3
	To improve quality	5,0

Global IT equipment per category

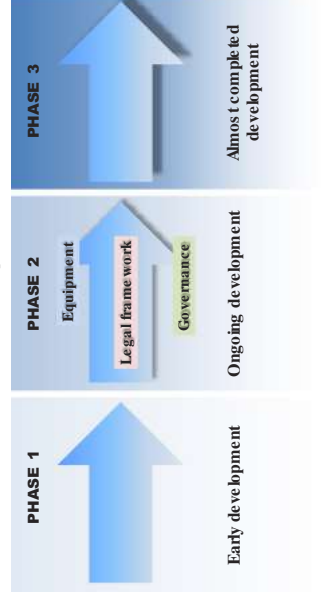
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7,1
	Court management and administration	5,3
	Communication between courts, professionals and/or court users	4,5
	Legal framework	4,7
Criminal	Governance and strategy	5,2
	Level of development of the tools to improve efficiency	4,2
	Level of development of the tools to improve quality	5,1
	Direct assistance to judges / prosecutors / court clerks	5,4
Administrative	Court management and administration	5,9
	Communication between courts, professionals and/or court users	4,9
	Legal framework	6,1
	Governance and strategy	5,1
Other	Level of development of the tools to improve efficiency	4,7
	Level of development of the tools to improve quality	5,5
	Direct assistance to judges / prosecutors / court clerks	7,1
	Court management and administration	5,9
Civil and commercial	Communication between courts, professionals and/or court users	5,3
	Legal framework	5,5
	Governance and strategy	5,4
	Level of development of the tools to improve efficiency	4,9
Criminal	Level of development of the tools to improve quality	5,6
	Direct assistance to judges / prosecutors / court clerks	7,1
	Court management and administration	5,9
	Communication between courts, professionals and/or court users	5,3
Administrative	Legal framework	5,5
	Governance and strategy	5,4
	Level of development of the tools to improve efficiency	4,9
	Level of development of the tools to improve quality	5,6
Other	Direct assistance to judges / prosecutors / court clerks	7,1
	Court management and administration	5,9
	Communication between courts, professionals and/or court users	5,3
	Legal framework	5,5
Civil and commercial	Governance and strategy	5,4
	Level of development of the tools to improve efficiency	4,9
Criminal	Level of development of the tools to improve quality	5,6
	Direct assistance to judges / prosecutors / court clerks	7,1



Global IT equipment per category



Global IT Development level

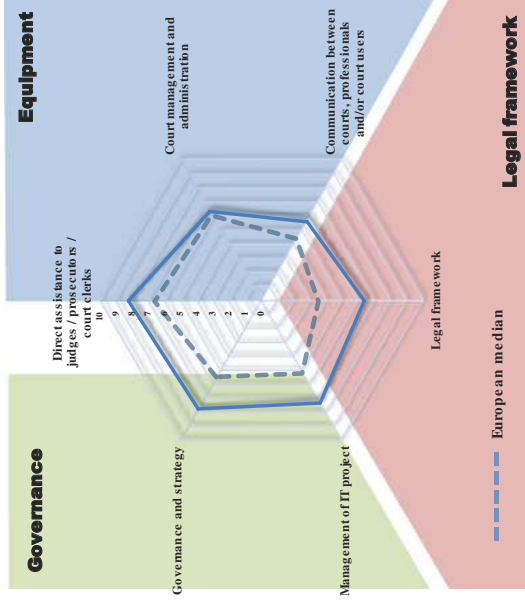


Level of development of the tools



Italy

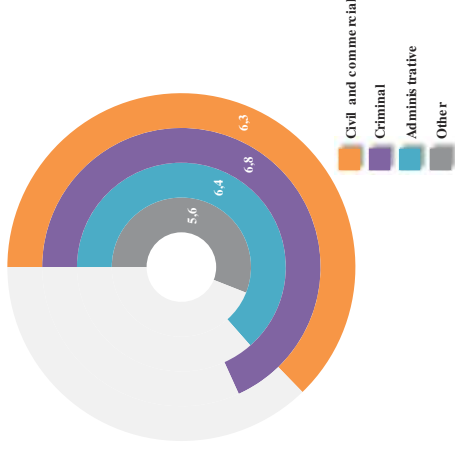
Equipment	Direct assistance to judges / prosecutors / court clerks	8,3
Equipment	Court management and administration	6,4
Equipment	Communication between courts, professionals and/or court users	5,7
Legal framework	Legal framework	6,4
Governance	Management of IT project	7,3
Governance	Governance and strategy	7,8
Level of development of the tools	To improve efficiency	6,3
Level of development of the tools	To improve quality	6,2



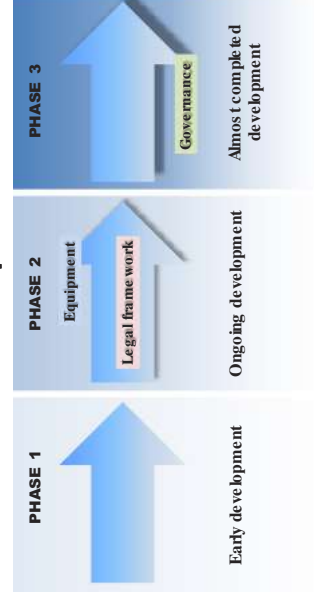
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,3
	Court management and administration	5,5
	Communication between courts, professionals and/or court users	5,0
	Legal framework	5,0
	Governance and strategy	7,1
Criminal	Level of development of the tools to improve efficiency	5,5
	Level of development of the tools to improve quality	5,4
	Direct assistance to judges / prosecutors / court clerks	8,1
	Court management and administration	6,9
	Communication between courts, professionals and/or court users	5,5
Administrative	Legal framework	6,4
	Governance and strategy	7,0
	Level of development of the tools to improve efficiency	5,9
	Level of development of the tools to improve quality	6,4
	Direct assistance to judges / prosecutors / court clerks	8,2
Other	Court management and administration	5,8
	Communication between courts, professionals and/or court users	5,0
	Legal framework	4,5
	Governance and strategy	7,1
	Level of development of the tools to improve efficiency	5,7
	Level of development of the tools to improve quality	5,4
	Direct assistance to judges / prosecutors / court clerks	7,5
	Court management and administration	5,2
	Communication between courts, professionals and/or court users	4,1
	Legal framework	2,7
	Governance and strategy	5,7
	Level of development of the tools to improve efficiency	4,4
	Level of development of the tools to improve quality	4,5

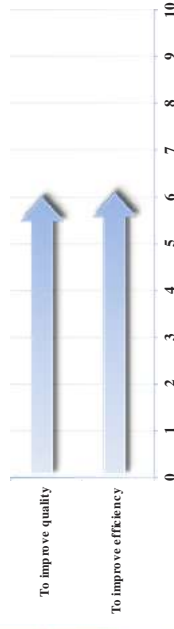
Global IT equipment per category



Global IT Development level

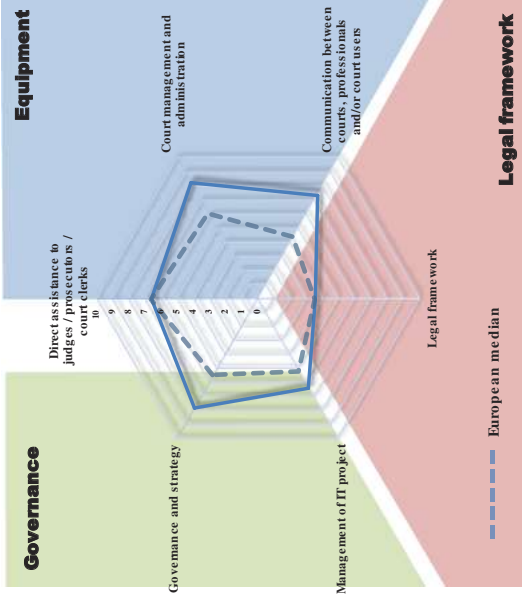


Level of development of the tools

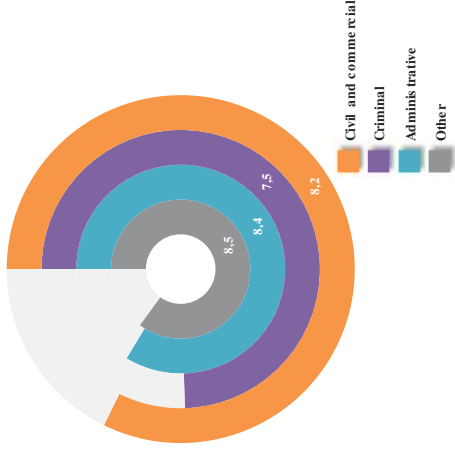


Latvia

Equipment	Direct assistance to judges / prosecutors / court clerks	6,6	7,4
	Court management and administration	8,3	7,4
	Communication between courts, professionals and/or court users	7,5	
Legal framework	Legal framework	3,6	3,6
Governance	Management of IT project	6,4	7,1
	Governance and strategy	7,8	
Level of development of the tools	To improve efficiency	7,4	
	To improve quality	7,4	



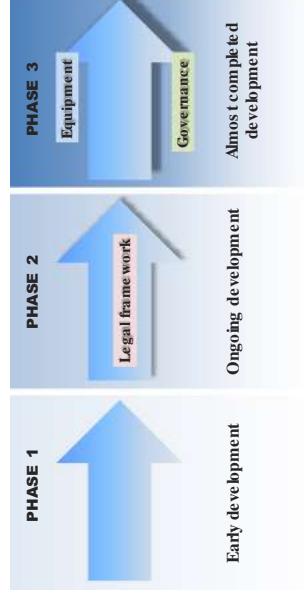
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,5	8,2
	Court management and administration	8,5	8,2
	Communication between courts, professionals and/or court users	7,7	
	Legal framework	3,9	8,1
Criminal	Governance and strategy	8,1	7,6
	Level of development of the tools to improve efficiency	7,3	
	Level of development of the tools to improve quality	6,2	7,5
	Legal framework	8,2	7,9
Administrative	Court management and administration	7,9	
	Communication between courts, professionals and/or court users	3,9	7,7
	Legal framework	7,7	8,0
	Governance and strategy	8,0	7,8
Other	Level of development of the tools to improve efficiency	8,1	8,4
	Level of development of the tools to improve quality	8,2	8,8
	Legal framework	8,8	4,5
	Governance and strategy	4,5	8,0
	Level of development of the tools to improve efficiency	8,0	8,2
	Level of development of the tools to improve quality	8,2	8,1
	Legal framework	8,1	8,5
	Governance and strategy	8,5	8,8
	Level of development of the tools to improve efficiency	8,2	8,5
	Level of development of the tools to improve quality	8,8	4,5
	Legal framework	4,5	8,0
	Governance and strategy	8,0	8,3
	Level of development of the tools to improve efficiency	8,3	8,2
	Level of development of the tools to improve quality	8,2	

Global IT Development level

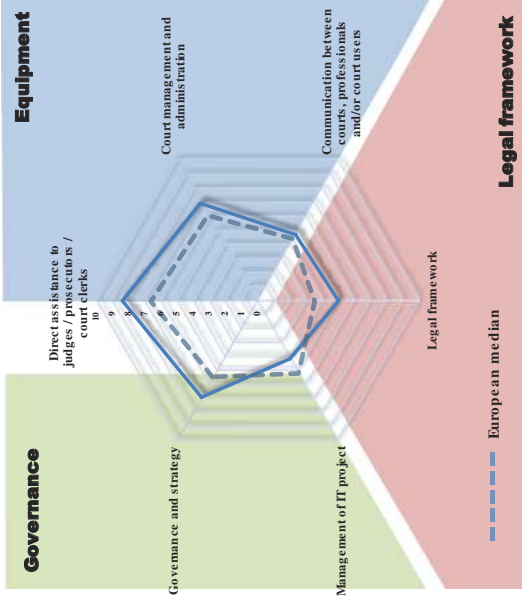


Level of development of the tools

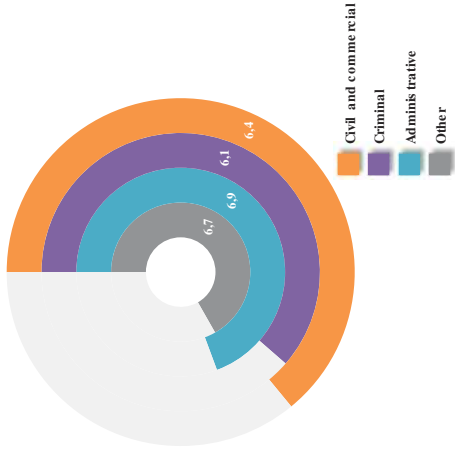


Lithuania

Equipment	Direct assistance to judges / prosecutors / court clerks	8.4	6.7
	Court management and administration	7.0	4.7
	Communication between courts, professionals and/or court users	4.7	5.0
Legal framework	Legal framework	5.0	5.5
Governance	Management of IT project	4.1	6.9
	Governance and strategy	6.9	5.4
Level of development of the tools	To improve efficiency	5.4	5.5
	To improve quality	5.5	



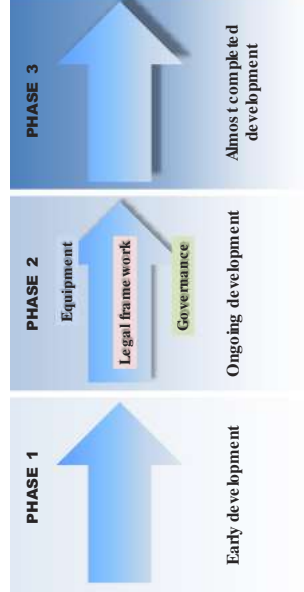
Global IT equipment per category



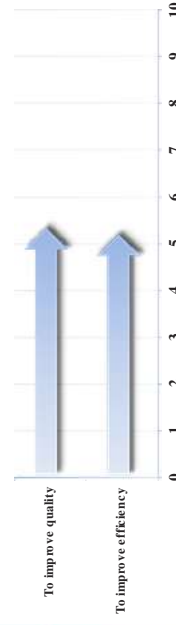
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.7	6.3	6.4
	Court management and administration	6.3	4.2	3.7
	Communication between courts, professionals and/or court users	4.2	6.2	4.5
	Legal framework	3.7	4.8	8.2
Criminal	Governance and strategy	6.2	6.6	6.1
	Level of development of the tools to improve efficiency	4.5	3.6	4.0
	Level of development of the tools to improve quality	4.8	4.0	5.6
	Legal framework	3.6	4.0	5.6
Administrative	Governance and strategy	4.0	4.8	5.0
	Level of development of the tools to improve efficiency	5.6	8.7	7.0
	Level of development of the tools to improve quality	4.8	6.9	5.0
	Legal framework	5.0	4.5	6.3
Other	Governance and strategy	4.5	6.3	5.3
	Level of development of the tools to improve efficiency	6.3	5.4	8.7
	Level of development of the tools to improve quality	5.3	6.6	6.7
	Legal framework	5.4	4.7	4.1
	Governance and strategy	8.7	6.1	6.1
	Level of development of the tools to improve efficiency	6.6	5.1	5.1
	Level of development of the tools to improve quality	4.7	5.1	5.1

Global IT Development level

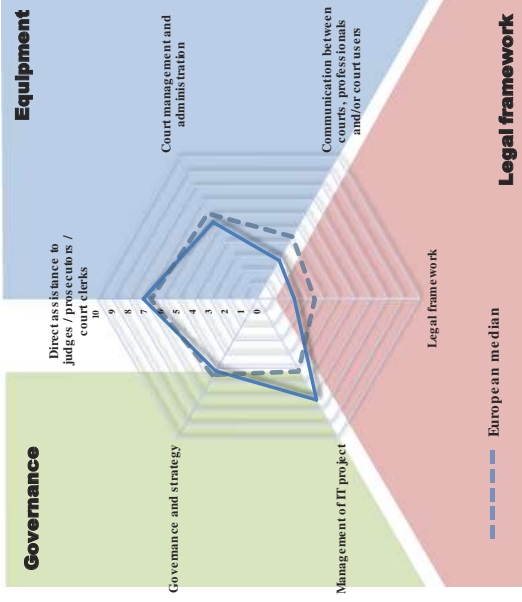


Level of development of the tools

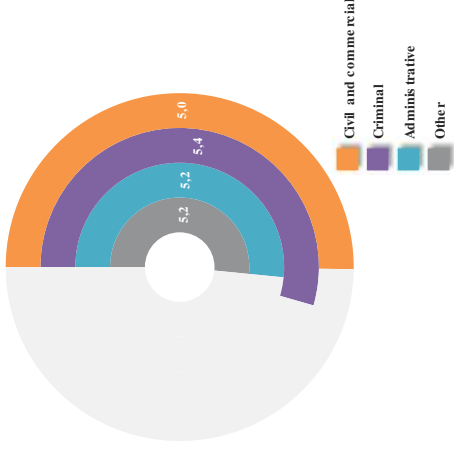


Luxembourg

Equipment	Direct assistance to judges / prosecutors / court clerks	7.1
	Court management and administration	5.5
	Communication between courts, professionals and/or court users	2.7
Legal framework	Legal framework	2.3
Governance	Management of IT project	7.3
	Governance and strategy	6.2
Level of development of the tools	To improve efficiency	4.1
	To improve quality	4.4



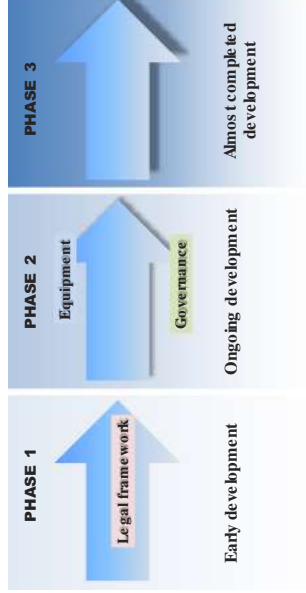
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7.1
	Court management and administration	5.3
	Communication between courts, professionals and/or court users	2.7
	Legal framework	1.6
Criminal	Governance and strategy	5.1
	Level of development of the tools to improve efficiency	3.7
	Level of development of the tools to improve quality	3.8
	Direct assistance to judges / prosecutors / court clerks	7.5
Administrative	Court management and administration	5.8
	Communication between courts, professionals and/or court users	3.0
	Legal framework	3.2
	Governance and strategy	5.3
Other	Level of development of the tools to improve efficiency	4.7
	Level of development of the tools to improve quality	5.3
	Direct assistance to judges / prosecutors / court clerks	7.1
	Court management and administration	5.3
Administrative	Communication between courts, professionals and/or court users	3.1
	Legal framework	1.8
	Governance and strategy	5.1
	Level of development of the tools to improve efficiency	4.2
Other	Level of development of the tools to improve quality	4.1
	Direct assistance to judges / prosecutors / court clerks	7.1
	Court management and administration	5.3
	Communication between courts, professionals and/or court users	3.1
Other	Legal framework	1.8
	Governance and strategy	5.1
	Level of development of the tools to improve efficiency	4.2
	Level of development of the tools to improve quality	4.1

Global IT Development level

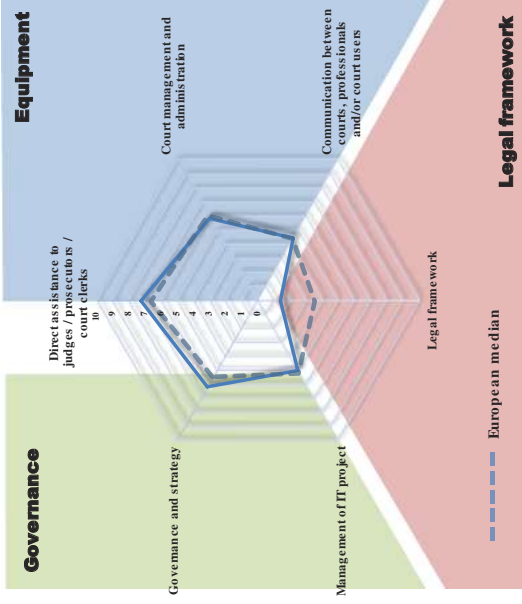


Level of development of the tools

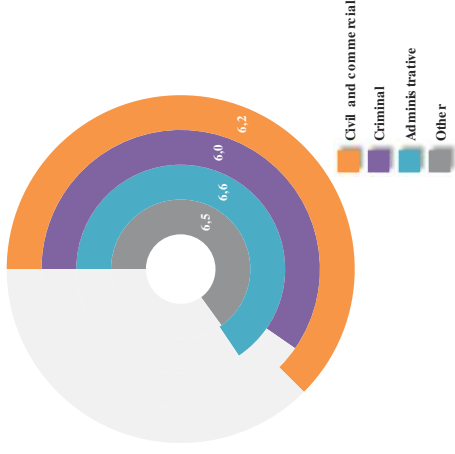


Malta

Equipment	Direct assistance to judges / prosecutors / court clerks	7.3
	Court management and administration	5.9
	Communication between courts, professionals and/or court users	4.5
Legal framework	Legal framework	1.4
Governance	Management of IT project	5.0
	Governance and strategy	6.2
Level of development of the tools	To improve efficiency	4.9
	To improve quality	5.1



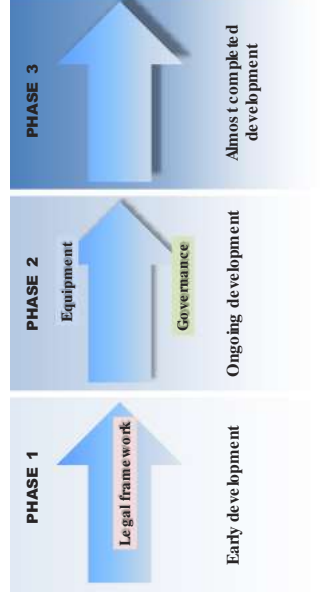
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	5.9
	Communication between courts, professionals and/or court users	4.5
	Legal framework	1.6
Criminal	Governance and strategy	6.1
	Level of development of the tools to improve efficiency	4.6
	Level of development of the tools to improve quality	5.1
	Direct assistance to judges / prosecutors / court clerks	7.1
Administrative	Court management and administration	6.0
	Communication between courts, professionals and/or court users	4.8
	Legal framework	1.6
	Governance and strategy	6.3
Other	Level of development of the tools to improve efficiency	5.4
	Level of development of the tools to improve quality	5.8
	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	6.0
Civil and commercial	Communication between courts, professionals and/or court users	5.3
	Legal framework	1.8
	Governance and strategy	6.1
	Level of development of the tools to improve efficiency	5.4
Administrative	Level of development of the tools to improve quality	5.6
	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	6.0
	Communication between courts, professionals and/or court users	5.2
Other	Legal framework	1.8
	Governance and strategy	6.1
	Level of development of the tools to improve efficiency	5.3
	Level of development of the tools to improve quality	5.6

Global IT Development level

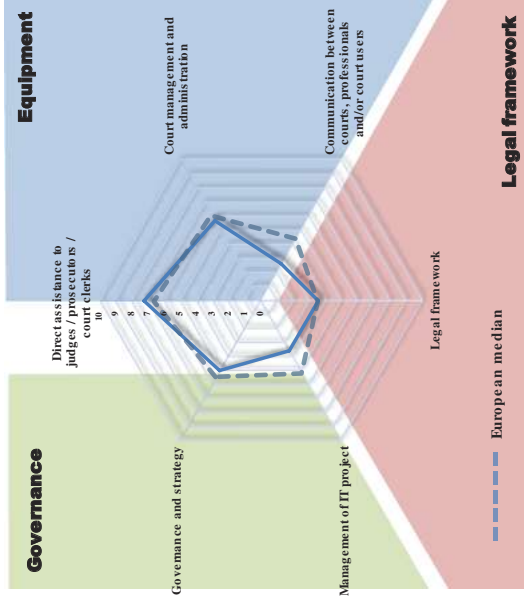


Level of development of the tools

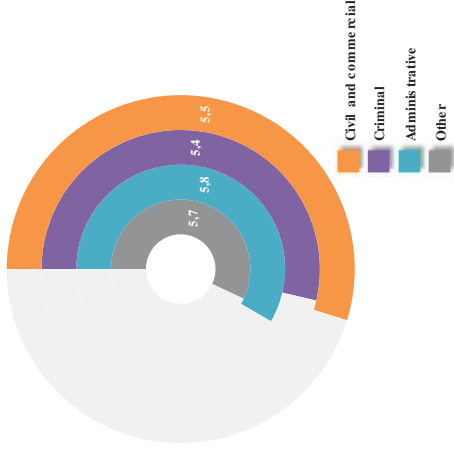


Republic of Moldova

Equipment	Direct assistance to judges / prosecutors / court clerks	7.3
	Court management and administration	5.7
	Communication between courts, professionals and/or court users	2.6
Legal framework	Legal framework	3.6
Governance	Management of IT project	3.6
	Governance and strategy	4.4
Level of development of the tools	To improve efficiency	4.0
	To improve quality	4.2



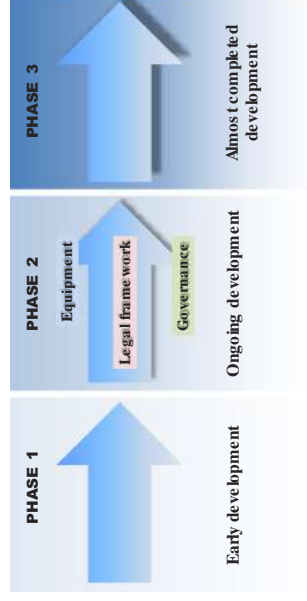
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	5.5
	Communication between courts, professionals and/or court users	2.6
	Legal framework	3.2
Criminal	Governance and strategy	4.9
	Level of development of the tools to improve efficiency	3.7
	Level of development of the tools to improve quality	4.2
	Direct assistance to judges / prosecutors / court clerks	7.1
Administrative	Court management and administration	6.1
	Communication between courts, professionals and/or court users	2.9
	Legal framework	4.5
	Governance and strategy	5.2
Other	Level of development of the tools to improve efficiency	4.5
	Level of development of the tools to improve quality	4.9
	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	6.1
Other	Communication between courts, professionals and/or court users	3.1
	Legal framework	3.6
	Governance and strategy	5.0
	Level of development of the tools to improve efficiency	4.3
Other	Level of development of the tools to improve quality	4.7
	Direct assistance to judges / prosecutors / court clerks	7.9
	Court management and administration	6.1
	Communication between courts, professionals and/or court users	3.1
Other	Legal framework	3.6
	Governance and strategy	5.0
Other	Level of development of the tools to improve efficiency	4.2
	Level of development of the tools to improve quality	4.6

Global IT Development level

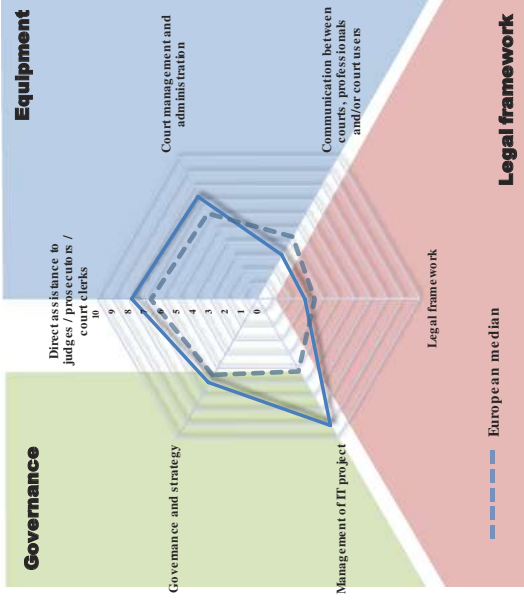


Level of development of the tools

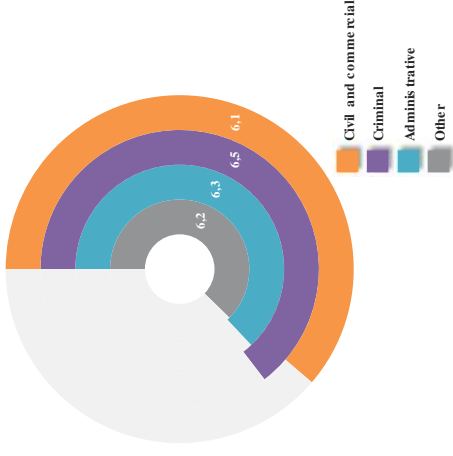


Monaco

Equipment	Direct assistance to judges / prosecutors / court clerks	7.8
	Court management and administration	7.3
	Communication between courts, professionals and/or court users	3.2
Legal framework	Legal framework	3.0
Governance	Management of IT project	9.1
	Governance and strategy	5.9
Level of development of the tools	To improve efficiency	5.0
	To improve quality	4.7



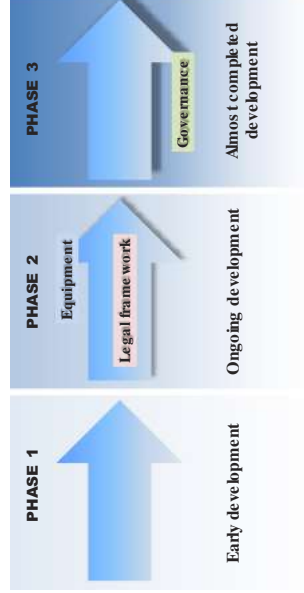
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.6
	Court management and administration	7.0
	Communication between courts, professionals and/or court users	2.7
	Legal framework	2.4
Criminal	Governance and strategy	5.8
	Level of development of the tools to improve efficiency	4.6
	Level of development of the tools to improve quality	4.4
	Direct assistance to judges / prosecutors / court clerks	7.8
Administrative	Court management and administration	7.8
	Communication between courts, professionals and/or court users	3.8
	Legal framework	4.0
	Governance and strategy	6.1
Other	Level of development of the tools to improve efficiency	5.7
	Level of development of the tools to improve quality	5.4
	Direct assistance to judges / prosecutors / court clerks	8.5
	Court management and administration	7.2
Other	Communication between courts, professionals and/or court users	3.1
	Legal framework	2.7
	Governance and strategy	5.8
	Level of development of the tools to improve efficiency	5.2
Other	Level of development of the tools to improve quality	4.8
	Direct assistance to judges / prosecutors / court clerks	8.3
	Court management and administration	7.2
	Communication between courts, professionals and/or court users	3.1
Other	Legal framework	2.7
	Governance and strategy	5.8
Other	Level of development of the tools to improve efficiency	5.1
	Level of development of the tools to improve quality	4.7

Global IT Development level

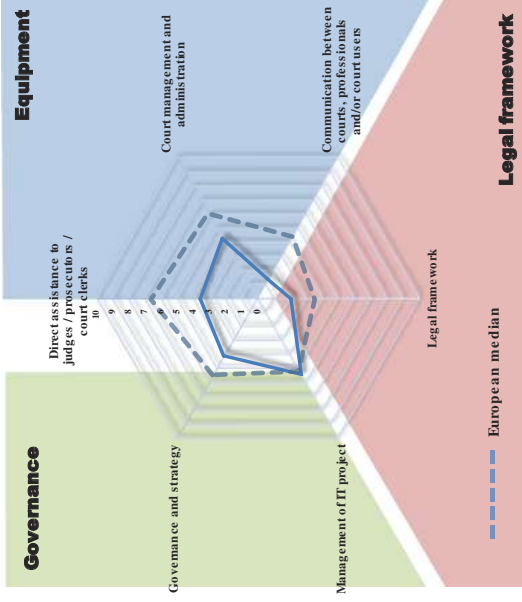


Level of development of the tools

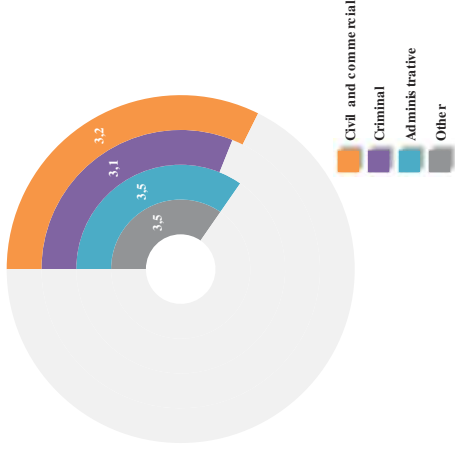


Montenegro

Equipment	Direct assistance to judges / prosecutors / court clerks	3.5
	Court management and administration	4.3
	Communication between courts, professionals and/or court users	1.4
Legal framework	Legal framework	2.1
	Management of IT project	2.1
Governance	Management and strategy	5.5
	Governance and strategy	4.1
Level of development of the tools	To improve efficiency	2.4
	To improve quality	2.8



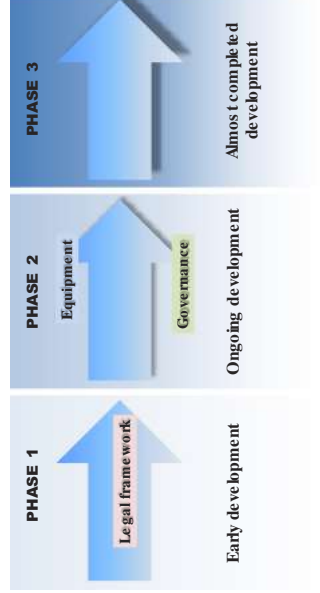
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	4.3
	Court management and administration	4.1
	Communication between courts, professionals and/or court users	1.3
	Legal framework	1.6
Criminal	Governance and strategy	4.1
	Level of development of the tools to improve efficiency	2.3
	Level of development of the tools to improve quality	2.6
	Direct assistance to judges / prosecutors / court clerks	3.2
Administrative	Court management and administration	4.6
	Communication between courts, professionals and/or court users	3.1
	Legal framework	1.6
	Governance and strategy	2.9
Other	Governance and strategy	4.0
	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	3.0
	Direct assistance to judges / prosecutors / court clerks	4.3
Civil and commercial	Court management and administration	4.6
	Communication between courts, professionals and/or court users	1.6
	Legal framework	1.8
	Governance and strategy	4.2
Criminal	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	2.9
	Direct assistance to judges / prosecutors / court clerks	4.3
	Court management and administration	4.6
Administrative	Communication between courts, professionals and/or court users	1.6
	Legal framework	1.8
	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	2.6
Other	Level of development of the tools to improve quality	2.9
	Direct assistance to judges / prosecutors / court clerks	4.3
	Court management and administration	4.6
	Communication between courts, professionals and/or court users	1.6
Civil and commercial	Legal framework	1.8
	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	2.9
Criminal	Direct assistance to judges / prosecutors / court clerks	4.3
	Court management and administration	4.6
	Communication between courts, professionals and/or court users	1.6
	Legal framework	1.8
Administrative	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	2.9
	Direct assistance to judges / prosecutors / court clerks	4.3
Other	Court management and administration	4.6
	Communication between courts, professionals and/or court users	1.6
	Legal framework	1.8
	Governance and strategy	4.2
Civil and commercial	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	2.9
	Direct assistance to judges / prosecutors / court clerks	4.3
	Court management and administration	4.6
Criminal	Communication between courts, professionals and/or court users	1.6
	Legal framework	1.8
	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	2.6
Administrative	Level of development of the tools to improve quality	2.9
	Direct assistance to judges / prosecutors / court clerks	4.3
	Court management and administration	4.6
	Communication between courts, professionals and/or court users	1.6
Other	Legal framework	1.8
	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	2.6
	Level of development of the tools to improve quality	2.9

Global IT Development level



Level of development of the tools

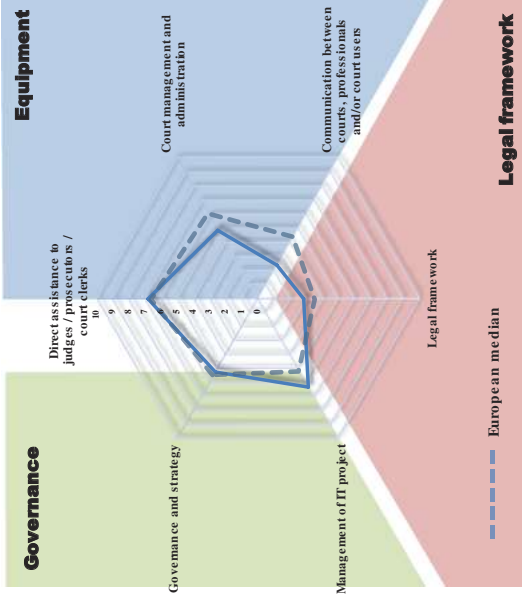


Netherlands

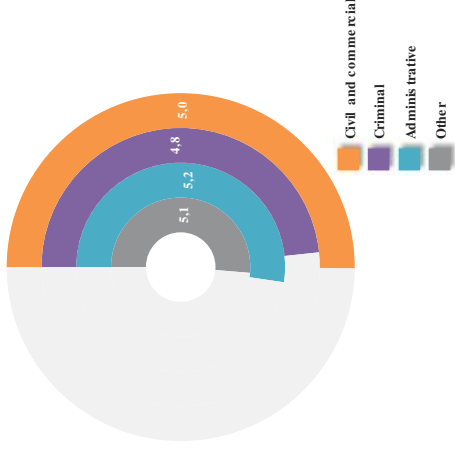
Equipment	Direct assistance to judges / prosecutors / court clerks	6,8
	Court management and administration	4,9
	Communication between courts, professionals and/or court users	2,4
Legal framework	Legal framework	2,9
Governance	Management of IT project	6,4
	Governance and strategy	5,2
Level of development of the tools	To improve efficiency	3,5
	To improve quality	3,6

Global IT equipment per category

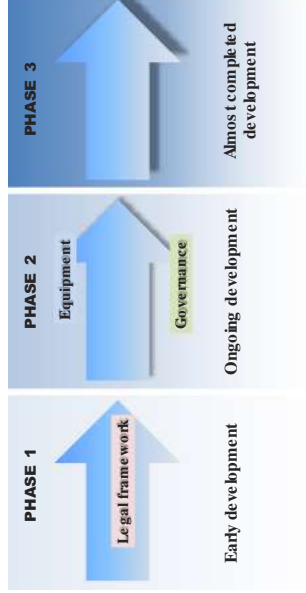
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7,8
	Court management and administration	4,8
	Communication between courts, professionals and/or court users	2,4
	Legal framework	2,4
Criminal	Governance and strategy	5,1
	Level of development of the tools to improve efficiency	3,3
	Level of development of the tools to improve quality	3,3
	Direct assistance to judges / prosecutors / court clerks	6,7
Administrative	Court management and administration	5,2
	Communication between courts, professionals and/or court users	2,6
	Legal framework	3,7
	Governance and strategy	5,4
Other	Level of development of the tools to improve efficiency	3,9
	Level of development of the tools to improve quality	4,0
	Direct assistance to judges / prosecutors / court clerks	7,8
	Court management and administration	5,2
Administrative	Communication between courts, professionals and/or court users	2,7
	Legal framework	2,7
	Governance and strategy	5,2
	Level of development of the tools to improve efficiency	3,7
Other	Level of development of the tools to improve quality	3,6
	Direct assistance to judges / prosecutors / court clerks	7,5
	Court management and administration	5,2
	Communication between courts, professionals and/or court users	2,7
Other	Legal framework	2,7
	Governance and strategy	5,1
	Level of development of the tools to improve efficiency	3,6
	Level of development of the tools to improve quality	3,6



Global IT equipment per category



Global IT Development level

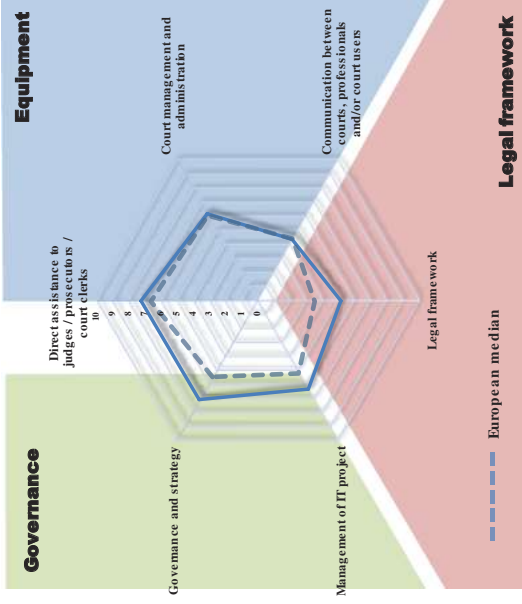


Level of development of the tools

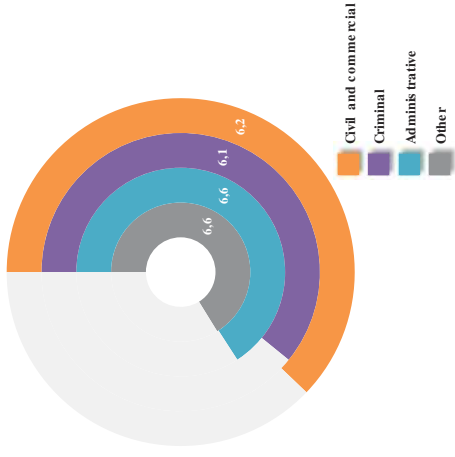


Norway

Equipment	Direct assistance to judges / prosecutors / court clerks	7.2
	Court management and administration	6.2
	Communication between courts, professionals and/or court users	4.4
Legal framework	Legal framework	5.2
Governance	Management of IT project	6.4
	Governance and strategy	7.1
Level of development of the tools	To improve efficiency	5.0
	To improve quality	5.3



Global IT equipment per category



Global IT equipment per category

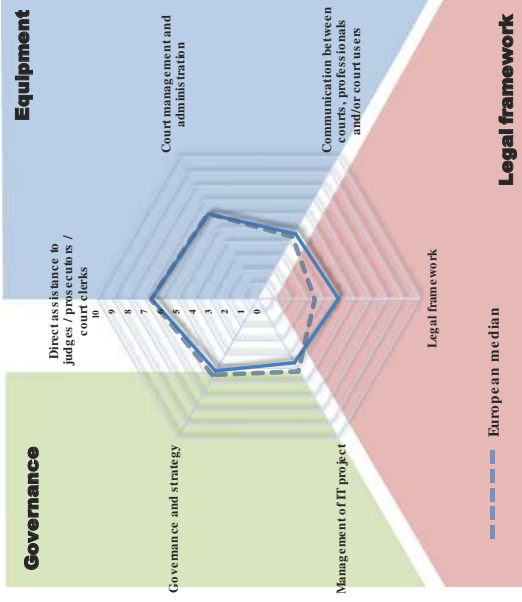
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.1
	Court management and administration	6.0
	Communication between courts, professionals and/or court users	4.5
	Legal framework	5.1
Criminal	Governance and strategy	7.1
	Level of development of the tools to improve efficiency	4.8
	Level of development of the tools to improve quality	5.4
	Direct assistance to judges / prosecutors / court clerks	6.9
Administrative	Court management and administration	6.6
	Communication between courts, professionals and/or court users	4.7
	Legal framework	6.1
	Governance and strategy	7.1
Other	Level of development of the tools to improve efficiency	5.4
	Level of development of the tools to improve quality	6.0
	Direct assistance to judges / prosecutors / court clerks	8.0
	Court management and administration	6.6
Other	Communication between courts, professionals and/or court users	5.1
	Legal framework	5.5
	Governance and strategy	7.0
	Level of development of the tools to improve efficiency	5.2
Other	Level of development of the tools to improve quality	5.8
	Direct assistance to judges / prosecutors / court clerks	8.1
	Court management and administration	6.6
	Communication between courts, professionals and/or court users	5.1
Other	Legal framework	5.5
	Governance and strategy	7.0
Other	Level of development of the tools to improve efficiency	5.2
	Level of development of the tools to improve quality	5.8

Level of development of the tools

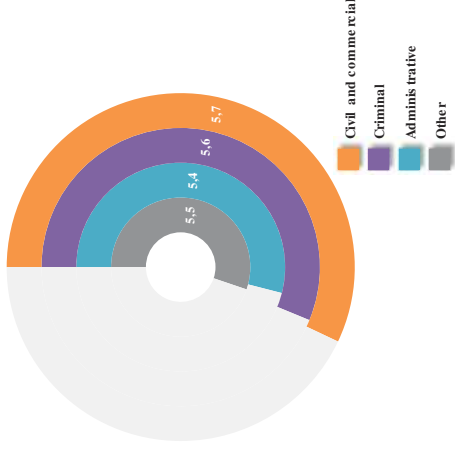


Poland

Equipment	Direct assistance to judges / prosecutors / court clerks	6.6
	Court management and administration	6.0
	Communication between courts, professionals and/or court users	4.7
Legal framework	Legal framework	5.0
Governance	Management of IT project	4.5
	Governance and strategy	5.2
Level of development of the tools	To improve efficiency	4.9
	To improve quality	5.1



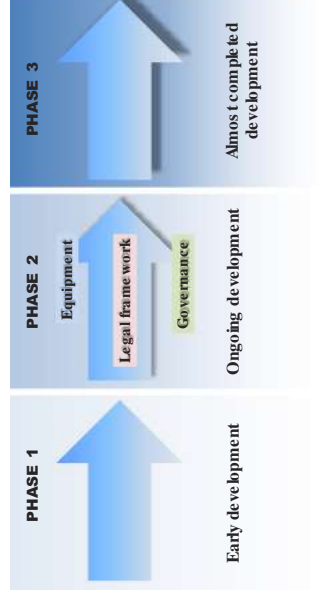
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	6.1
	Court management and administration	6.0
	Communication between courts, professionals and/or court users	5.1
	Legal framework	5.5
Criminal	Governance and strategy	5.2
	Level of development of the tools to improve efficiency	4.9
	Level of development of the tools to improve quality	5.1
	Direct assistance to judges / prosecutors / court clerks	7.1
Administrative	Court management and administration	5.5
	Communication between courts, professionals and/or court users	4.3
	Legal framework	4.5
	Governance and strategy	5.1
Other	Level of development of the tools to improve efficiency	4.6
	Level of development of the tools to improve quality	5.3
	Direct assistance to judges / prosecutors / court clerks	6.1
	Court management and administration	5.5
Other	Communication between courts, professionals and/or court users	4.7
	Legal framework	3.6
	Governance and strategy	4.9
	Level of development of the tools to improve efficiency	4.5
Other	Level of development of the tools to improve quality	4.5
	Direct assistance to judges / prosecutors / court clerks	6.1
	Court management and administration	5.7
	Communication between courts, professionals and/or court users	4.8
Other	Legal framework	4.1
	Governance and strategy	4.9
Other	Level of development of the tools to improve efficiency	4.7
	Level of development of the tools to improve quality	4.8

Global IT Development level



Level of development of the tools

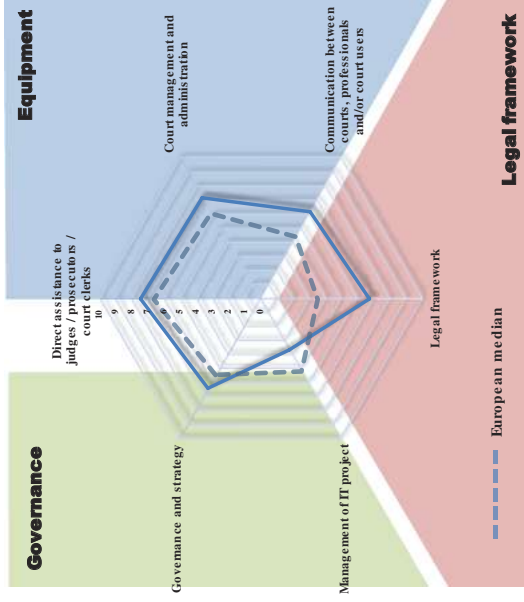


Portugal

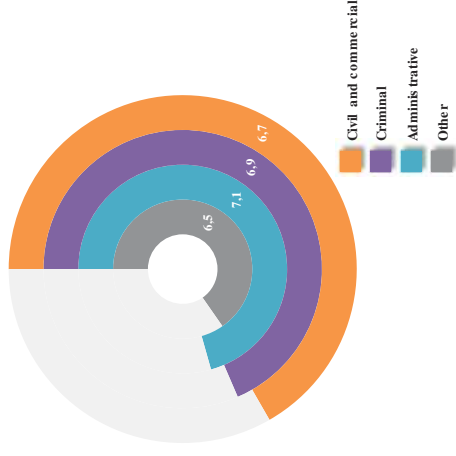
Equipment	Direct assistance to judges / prosecutors / court clerks	7.4
	Court management and administration	7.2
	Communication between courts, professionals and/or court users	6.3
Legal framework	Legal framework	6.8
Governance	Management of IT project	3.6
	Governance and strategy	6.4
Level of development of the tools	To improve efficiency	6.4
	To improve quality	6.5

Global IT equipment per category

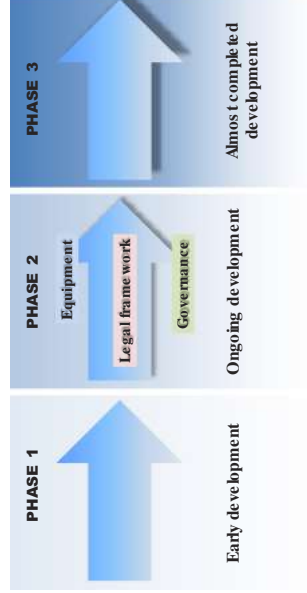
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7.3
	Court management and administration	6.7
	Communication between courts, professionals and/or court users	6.0
	Legal framework	7.1
Criminal	Governance and strategy	6.1
	Level of development of the tools to improve efficiency	6.1
	Level of development of the tools to improve quality	6.1
	Direct assistance to judges / prosecutors / court clerks	7.5
Administrative	Court management and administration	7.0
	Communication between courts, professionals and/or court users	6.0
	Legal framework	6.1
	Governance and strategy	5.8
Other	Level of development of the tools to improve efficiency	6.2
	Level of development of the tools to improve quality	6.4
	Direct assistance to judges / prosecutors / court clerks	7.3
	Court management and administration	7.4
Other	Communication between courts, professionals and/or court users	6.5
	Legal framework	6.8
	Governance and strategy	6.3
	Level of development of the tools to improve efficiency	6.6
Other	Level of development of the tools to improve quality	6.5
	Direct assistance to judges / prosecutors / court clerks	6.9
	Court management and administration	7.0
	Communication between courts, professionals and/or court users	5.7
Other	Legal framework	5.5
	Governance and strategy	5.5
Other	Level of development of the tools to improve efficiency	5.9
	Level of development of the tools to improve quality	5.7



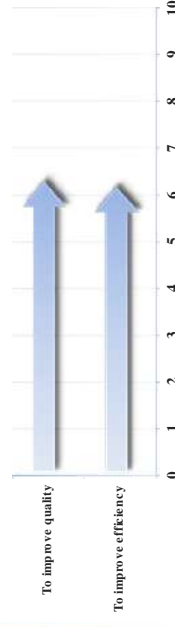
Global IT equipment per category



Global IT Development level

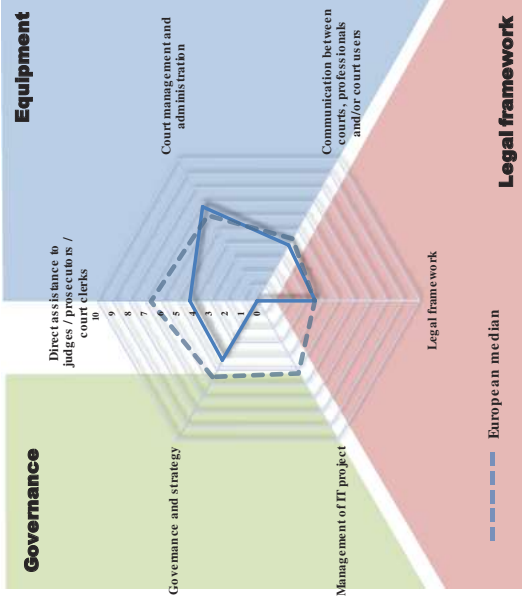


Level of development of the tools

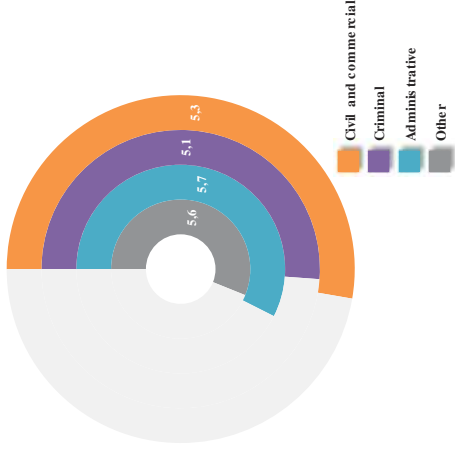


Romania

Equipment	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	6.7
	Communication between courts, professionals and/or court users	4.0
Legal framework	Legal framework	3.6
Governance	Management of IT project	0.0
	Governance and strategy	4.3
Level of development of the tools	To improve efficiency	4.1
	To improve quality	4.1



Global IT equipment per category



Global IT equipment per category

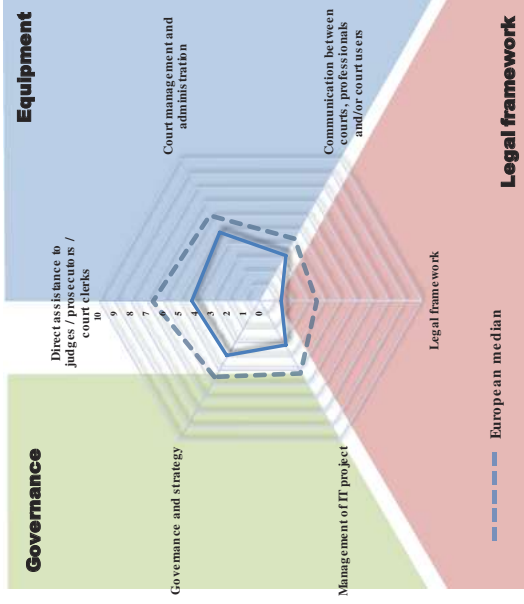
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5.2
	Court management and administration	6.5
	Communication between courts, professionals and/or court users	4.1
	Legal framework	3.9
Criminal	Governance and strategy	4.3
	Level of development of the tools to improve efficiency	3.9
	Level of development of the tools to improve quality	4.2
	Direct assistance to judges / prosecutors / court clerks	3.9
Administrative	Court management and administration	7.2
	Communication between courts, professionals and/or court users	5.1
	Legal framework	4.3
	Governance and strategy	3.9
Other	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	4.4
	Level of development of the tools to improve quality	4.3
	Direct assistance to judges / prosecutors / court clerks	5.2
Administrative	Court management and administration	7.2
	Communication between courts, professionals and/or court users	5.7
	Legal framework	4.9
	Governance and strategy	4.5
Other	Governance and strategy	4.4
	Level of development of the tools to improve efficiency	4.5
	Level of development of the tools to improve quality	4.6
	Direct assistance to judges / prosecutors / court clerks	4.8
Other	Court management and administration	7.2
	Communication between courts, professionals and/or court users	5.6
	Legal framework	4.9
	Governance and strategy	4.5
Other	Governance and strategy	4.4
	Level of development of the tools to improve efficiency	4.5
Other	Level of development of the tools to improve efficiency	4.5
	Level of development of the tools to improve quality	4.5

Level of development of the tools

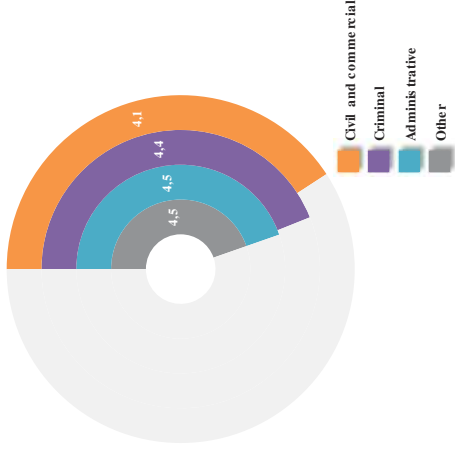


Russian Federation

Equipment	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	4.9
	Communication between courts, professionals and/or court users	3.2
Legal framework	Legal framework	1.4
Governance	Management of IT project	3.2
	Governance and strategy	4.0
Level of development of the tools	To improve efficiency	2.6
	To improve quality	3.3



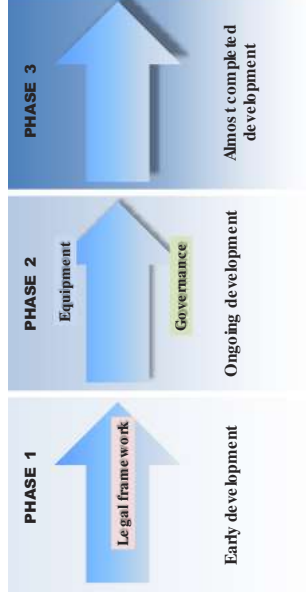
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	4.7
	Communication between courts, professionals and/or court users	3.3
	Legal framework	1.6
Criminal	Governance and strategy	3.9
	Level of development of the tools to improve efficiency	2.4
	Level of development of the tools to improve quality	3.1
	Direct assistance to judges / prosecutors / court clerks	4.4
Administrative	Court management and administration	5.3
	Communication between courts, professionals and/or court users	3.5
	Legal framework	1.6
	Governance and strategy	4.2
Other	Level of development of the tools to improve efficiency	3.0
	Level of development of the tools to improve quality	3.7
	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	5.3
Other	Communication between courts, professionals and/or court users	4.0
	Legal framework	1.8
	Governance and strategy	3.9
	Level of development of the tools to improve efficiency	2.8
Other	Level of development of the tools to improve quality	3.5
	Direct assistance to judges / prosecutors / court clerks	4.2
	Court management and administration	5.3
	Communication between courts, professionals and/or court users	4.0
Other	Legal framework	1.8
	Governance and strategy	3.9
	Level of development of the tools to improve efficiency	2.8
	Level of development of the tools to improve quality	3.5

Global IT Development level

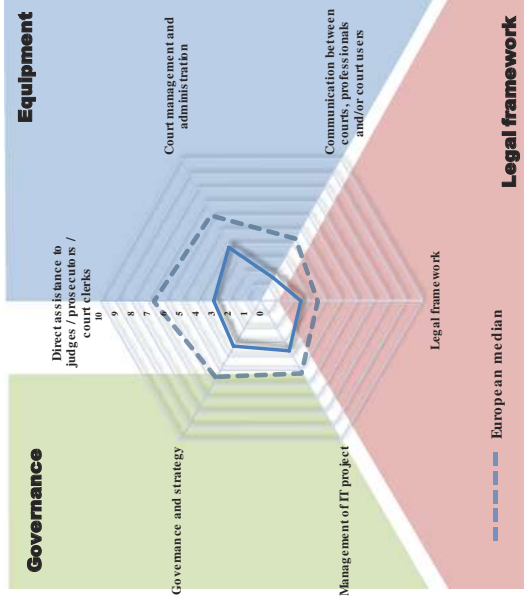


Level of development of the tools

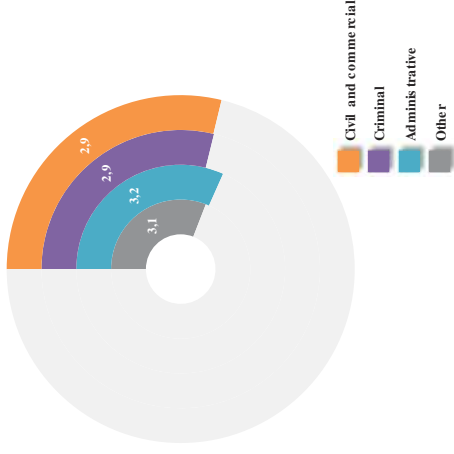


Serbia

Equipment	Direct assistance to judges / prosecutors / court clerks	2.9
	Court management and administration	3.8
	Communication between courts, professionals and/or court users	1.7
Legal framework	Legal framework	2.5
Governance	Management of IT project	3.6
	Governance and strategy	3.2
Level of development of the tools	To improve efficiency	2.1
	To improve quality	2.0



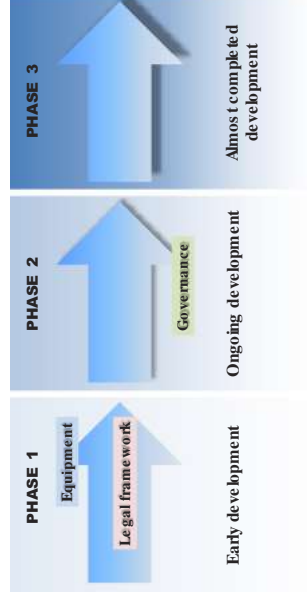
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	3.8
	Court management and administration	3.2
	Communication between courts, professionals and/or court users	1.6
	Legal framework	1.9
Criminal	Governance and strategy	3.1
	Level of development of the tools to improve efficiency	1.8
	Level of development of the tools to improve quality	1.8
	Direct assistance to judges / prosecutors / court clerks	2.9
Administrative	Court management and administration	4.0
	Communication between courts, professionals and/or court users	1.8
	Legal framework	3.2
	Governance and strategy	3.1
Other	Level of development of the tools to improve efficiency	2.3
	Level of development of the tools to improve quality	2.1
	Direct assistance to judges / prosecutors / court clerks	3.8
	Court management and administration	3.8
	Communication between courts, professionals and/or court users	1.9
	Legal framework	1.8
	Governance and strategy	3.2
	Level of development of the tools to improve efficiency	2.1
	Level of development of the tools to improve quality	2.1
	Direct assistance to judges / prosecutors / court clerks	3.8
	Court management and administration	3.6
	Communication between courts, professionals and/or court users	1.9
	Legal framework	1.8
	Governance and strategy	3.2
	Level of development of the tools to improve efficiency	2.1
	Level of development of the tools to improve quality	2.0

Global IT Development level

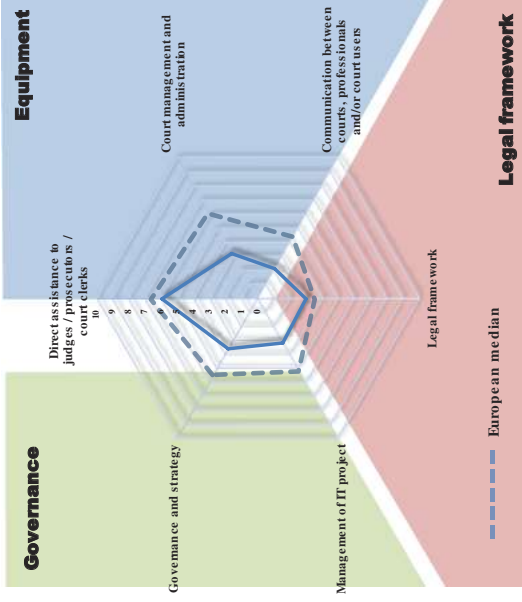


Level of development of the tools

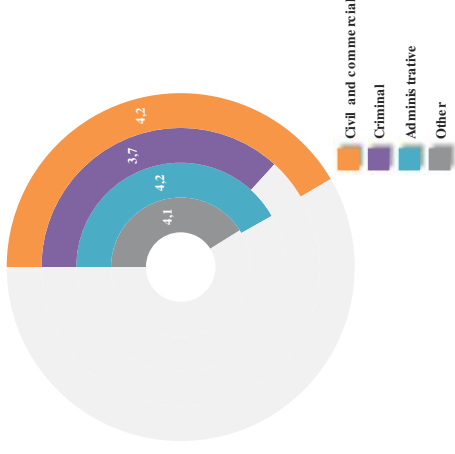


Slovakia

Equipment	Direct assistance to judges / prosecutors / court clerks	6,0
	Court management and administration	3,2
	Communication between courts, professionals and/or court users	2,2
Legal framework	Legal framework	3,0
Governance	Management of IT project	3,2
	Governance and strategy	3,7
Level of development of the tools	To improve efficiency	2,3
	To improve quality	2,7



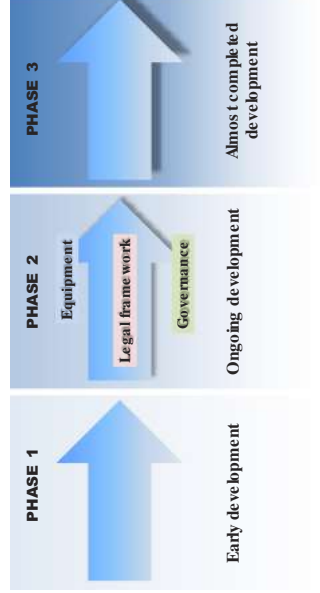
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7,3
	Court management and administration	3,1
	Communication between courts, professionals and/or court users	2,1
	Legal framework	2,4
Criminal	Governance and strategy	3,6
	Level of development of the tools to improve efficiency	2,1
	Level of development of the tools to improve quality	2,4
	Direct assistance to judges / prosecutors / court clerks	5,5
Administrative	Court management and administration	3,2
	Communication between courts, professionals and/or court users	2,4
	Legal framework	4,0
	Governance and strategy	3,5
Other	Level of development of the tools to improve efficiency	2,5
	Level of development of the tools to improve quality	2,9
	Direct assistance to judges / prosecutors / court clerks	7,3
	Court management and administration	2,9
Civil and commercial	Communication between courts, professionals and/or court users	2,4
	Legal framework	2,7
	Governance and strategy	3,6
	Level of development of the tools to improve efficiency	2,3
Administrative	Level of development of the tools to improve quality	2,6
	Direct assistance to judges / prosecutors / court clerks	7,3
	Court management and administration	2,7
	Communication between courts, professionals and/or court users	2,4
Other	Legal framework	2,7
	Governance and strategy	3,4
	Level of development of the tools to improve efficiency	2,3
	Level of development of the tools to improve quality	2,5

Global IT Development level

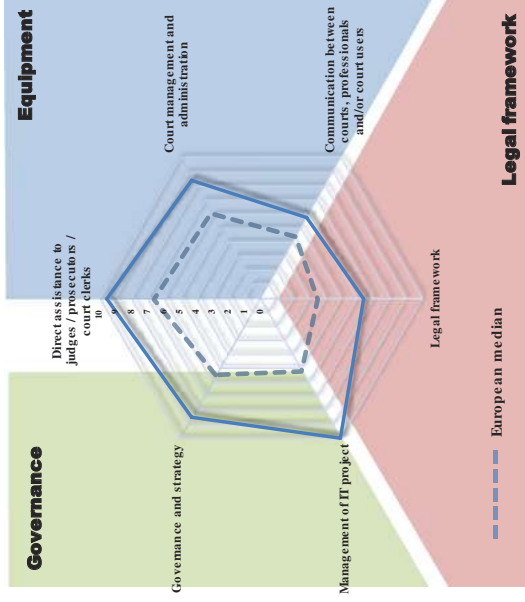


Level of development of the tools

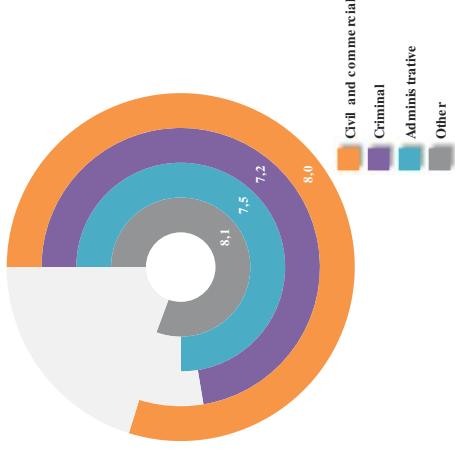


Slovenia

Equipment	Direct assistance to judges / prosecutors / court clerks	9.5
	Court management and administration	8.5
	Communication between courts, professionals and/or court users	5.8
Legal framework	Legal framework	6.4
Governance	Management of IT project	10.0
	Governance and strategy	8.4
Level of development of the tools	To improve efficiency	7.3
	To improve quality	7.8



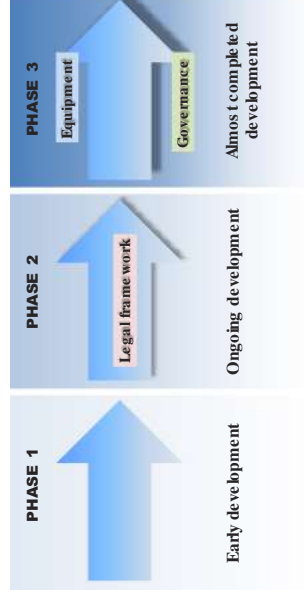
Global IT equipment per category



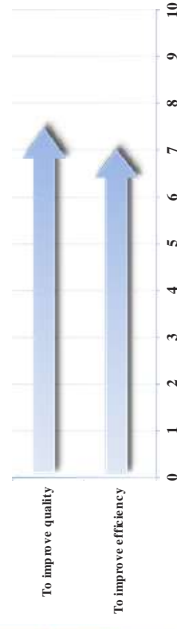
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	9.8
	Court management and administration	8.1
	Communication between courts, professionals and/or court users	6.1
	Legal framework	6.6
Criminal	Governance and strategy	8.2
	Level of development of the tools to improve efficiency	6.9
	Level of development of the tools to improve quality	7.4
	Direct assistance to judges / prosecutors / court clerks	9.4
Administrative	Court management and administration	7.5
	Communication between courts, professionals and/or court users	4.7
	Legal framework	5.3
	Governance and strategy	7.2
Other	Level of development of the tools to improve efficiency	6.4
	Level of development of the tools to improve quality	7.2
	Direct assistance to judges / prosecutors / court clerks	9.8
	Court management and administration	7.5
Administrative	Communication between courts, professionals and/or court users	5.2
	Legal framework	4.5
	Governance and strategy	7.1
	Level of development of the tools to improve efficiency	6.3
Other	Level of development of the tools to improve quality	6.8
	Direct assistance to judges / prosecutors / court clerks	9.8
	Court management and administration	8.1
	Communication between courts, professionals and/or court users	6.3
Other	Legal framework	6.4
	Governance and strategy	8.2
	Level of development of the tools to improve efficiency	7.4
	Level of development of the tools to improve quality	7.7

Global IT Development level

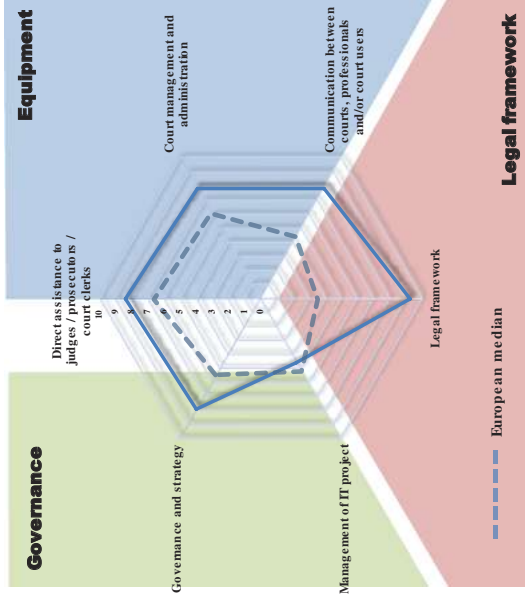


Level of development of the tools

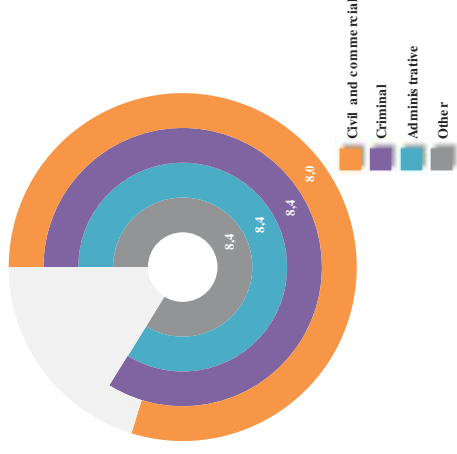


Spain

Equipment	Direct assistance to judges / prosecutors / court clerks	8,4
	Court management and administration	7,8
	Communication between courts, professionals and/or court users	7,9
Legal framework	Legal framework	9,3
Governance	Management of IT project	4,5
	Governance and strategy	7,9
Level of development of the tools	To improve efficiency	7,8
	To improve quality	8,0



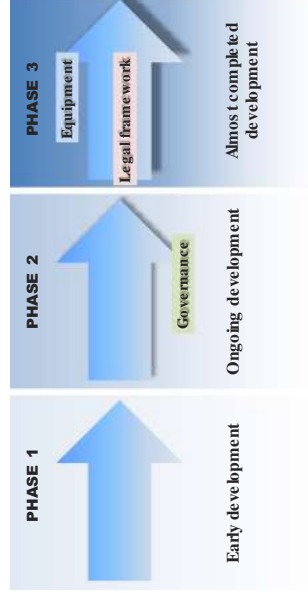
Global IT equipment per category



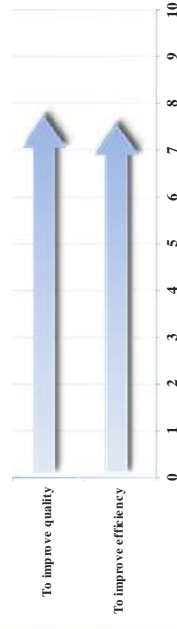
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,4
	Court management and administration	7,6
	Communication between courts, professionals and/or court users	7,9
	Legal framework	9,2
Criminal	Governance and strategy	7,8
	Level of development of the tools to improve efficiency	7,7
	Level of development of the tools to improve quality	7,9
	Direct assistance to judges / prosecutors / court clerks	8,4
Administrative	Court management and administration	8,4
	Communication between courts, professionals and/or court users	8,3
	Legal framework	10,5
	Governance and strategy	8,0
Other	Level of development of the tools to improve efficiency	8,1
	Level of development of the tools to improve quality	8,6
	Direct assistance to judges / prosecutors / court clerks	8,4
	Court management and administration	8,4
Administrative	Communication between courts, professionals and/or court users	8,3
	Legal framework	9,1
	Governance and strategy	8,0
	Level of development of the tools to improve efficiency	8,1
Other	Level of development of the tools to improve quality	8,2
	Direct assistance to judges / prosecutors / court clerks	8,4
	Court management and administration	8,4
	Communication between courts, professionals and/or court users	8,3
Other	Legal framework	9,1
	Governance and strategy	8,0
	Level of development of the tools to improve efficiency	8,1
	Level of development of the tools to improve quality	8,2

Global IT Development level

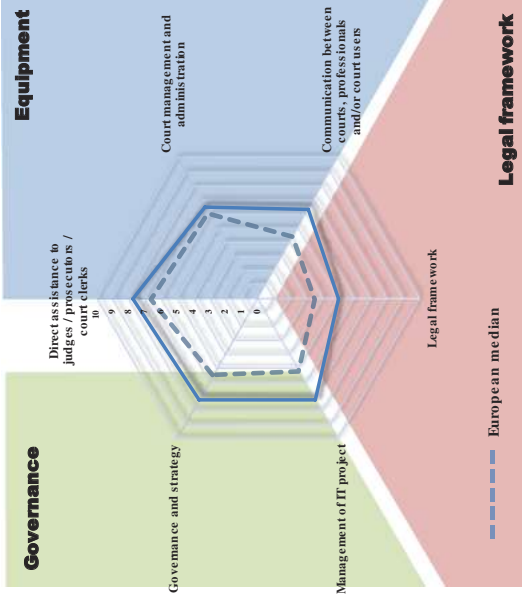


Level of development of the tools

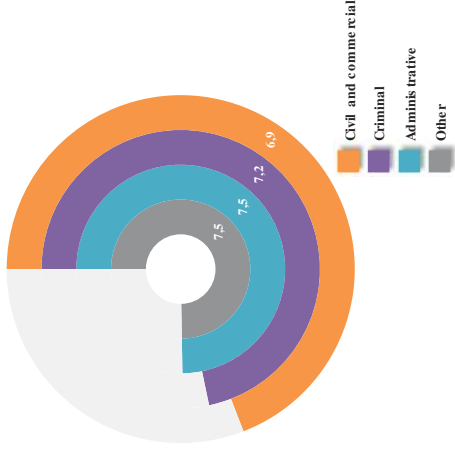


Sweden

Equipment	Direct assistance to judges / prosecutors / court clerks	7.7
	Court management and administration	6.5
	Communication between courts, professionals and/or court users	6.4
Legal framework	Legal framework	5.0
Governance	Management of IT project	7.3
	Governance and strategy	7.2
Level of development of the tools	To improve efficiency	7.2
	To improve quality	7.3



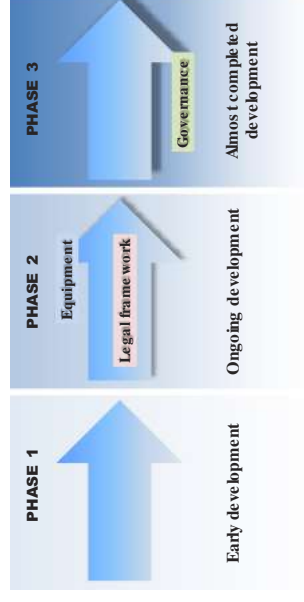
Global IT equipment per category



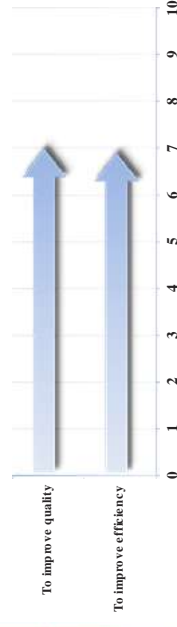
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7.9
	Court management and administration	6.3
	Communication between courts, professionals and/or court users	6.5
	Legal framework	4.7
Criminal	Governance and strategy	7.0
	Level of development of the tools to improve efficiency	6.8
	Level of development of the tools to improve quality	6.9
	Direct assistance to judges / prosecutors / court clerks	7.6
Administrative	Court management and administration	7.0
	Communication between courts, professionals and/or court users	6.9
	Legal framework	6.1
	Governance and strategy	7.4
Other	Level of development of the tools to improve efficiency	7.8
	Level of development of the tools to improve quality	8.0
	Direct assistance to judges / prosecutors / court clerks	7.9
	Court management and administration	7.0
Administrative	Communication between courts, professionals and/or court users	7.5
	Legal framework	5.5
	Governance and strategy	7.1
	Level of development of the tools to improve efficiency	7.6
Other	Level of development of the tools to improve quality	7.6
	Direct assistance to judges / prosecutors / court clerks	7.9
	Court management and administration	7.0
	Communication between courts, professionals and/or court users	7.5
Other	Legal framework	5.5
	Governance and strategy	7.1
	Level of development of the tools to improve efficiency	7.6
	Level of development of the tools to improve quality	7.6

Global IT Development level

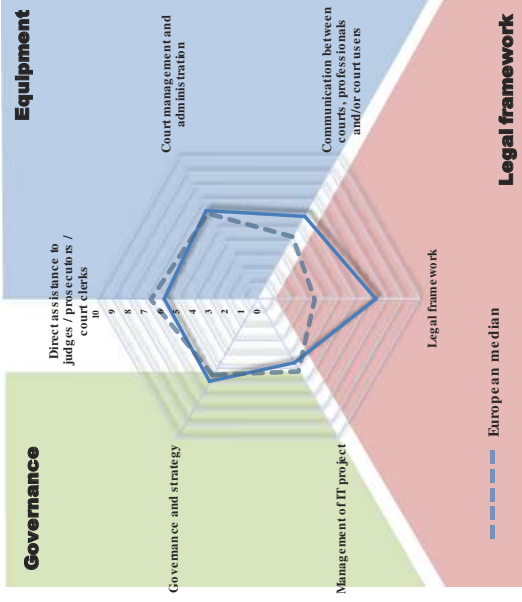


Level of development of the tools

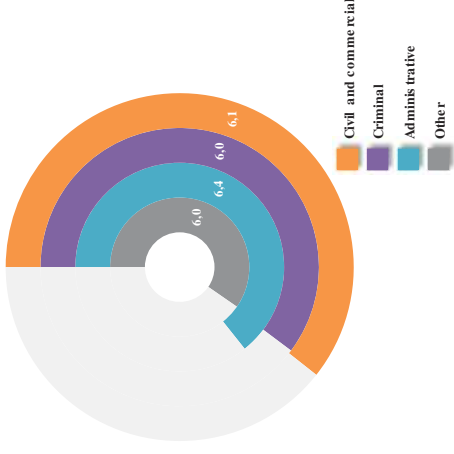


Switzerland

Equipment	Direct assistance to judges / prosecutors / court clerks	5,8
	Court management and administration	6,3
	Communication between courts, professionals and/or court users	6,0
Legal framework	Legal framework	7,3
Governance	Management of IT project	4,5
	Governance and strategy	5,9
Level of development of the tools	To improve efficiency	6,5
	To improve quality	6,2



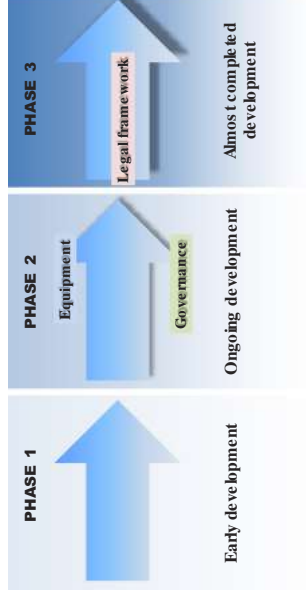
Global IT equipment per category



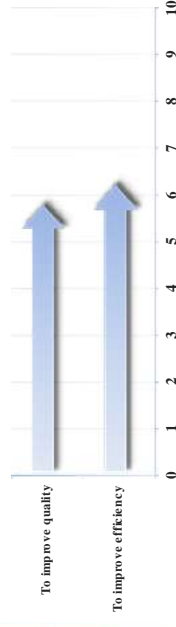
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	6,7
	Court management and administration	5,7
	Communication between courts, professionals and/or court users	5,8
	Legal framework	6,6
Criminal	Governance and strategy	5,4
	Level of development of the tools to improve efficiency	6,0
	Level of development of the tools to improve quality	5,6
	Direct assistance to judges / prosecutors / court clerks	5,9
Administrative	Court management and administration	6,6
	Communication between courts, professionals and/or court users	5,5
	Legal framework	6,9
	Governance and strategy	5,9
Other	Level of development of the tools to improve efficiency	6,3
	Level of development of the tools to improve quality	6,0
	Direct assistance to judges / prosecutors / court clerks	6,7
	Court management and administration	6,6
Other	Communication between courts, professionals and/or court users	6,0
	Legal framework	6,4
	Governance and strategy	5,5
	Level of development of the tools to improve efficiency	6,0
Other	Level of development of the tools to improve quality	5,7
	Direct assistance to judges / prosecutors / court clerks	6,7
	Court management and administration	6,1
	Communication between courts, professionals and/or court users	5,2
Other	Legal framework	4,5
	Governance and strategy	5,0
Other	Level of development of the tools to improve efficiency	5,2
Other	Level of development of the tools to improve quality	5,0

Global IT Development level

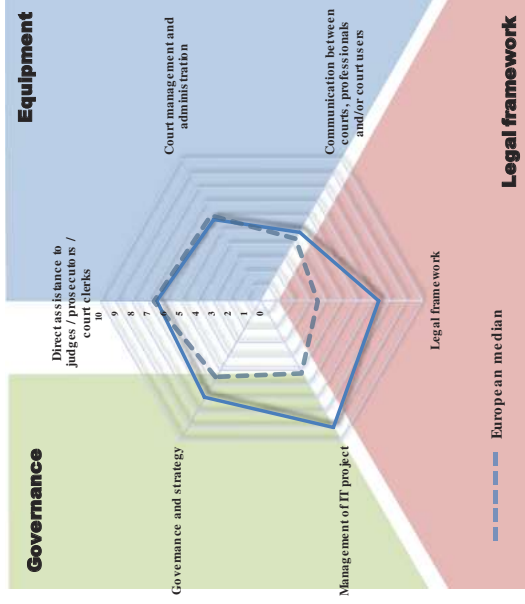


Level of development of the tools

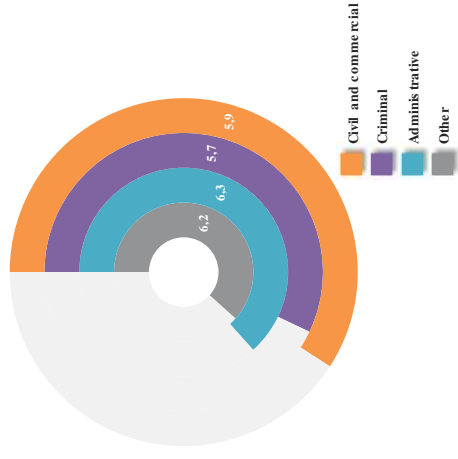


“the Former Yugoslav Republic of Macedonia”

Equipment	Direct assistance to judges / prosecutors / court clerks	6,5
	Court management and administration	5,8
	Communication between courts, professionals and/or court users	4,9
Legal framework	Legal framework	7,3
Governance	Management of IT project	9,1
	Governance and strategy	6,9
Level of development of the tools	To improve efficiency	6,3
	To improve quality	6,4



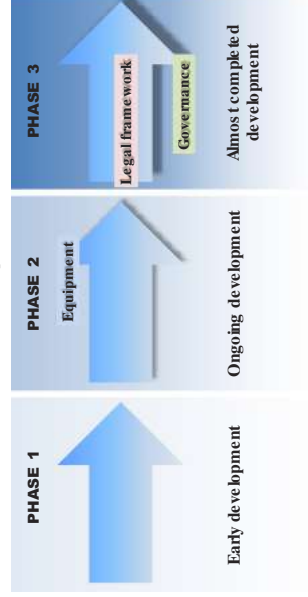
Global IT equipment per category



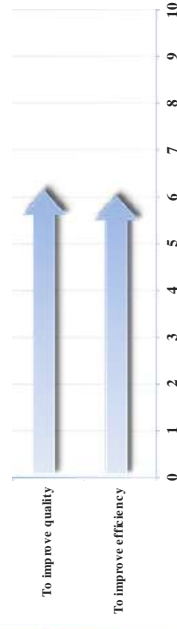
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	7,2
	Court management and administration	5,5
	Communication between courts, professionals and/or court users	5,1
	Legal framework	7,6
Criminal	Governance and strategy	6,6
	Level of development of the tools to improve efficiency	6,1
	Level of development of the tools to improve quality	6,3
	Direct assistance to judges / prosecutors / court clerks	6,2
Administrative	Court management and administration	6,1
	Communication between courts, professionals and/or court users	4,8
	Legal framework	7,6
	Governance and strategy	6,9
Other	Level of development of the tools to improve efficiency	6,5
	Level of development of the tools to improve quality	6,7
	Direct assistance to judges / prosecutors / court clerks	7,2
	Court management and administration	6,3
Civil and commercial	Communication between courts, professionals and/or court users	5,5
	Legal framework	7,7
	Governance and strategy	6,9
	Level of development of the tools to improve efficiency	6,5
Administrative	Level of development of the tools to improve quality	6,8
	Direct assistance to judges / prosecutors / court clerks	7,2
	Court management and administration	6,1
	Communication between courts, professionals and/or court users	5,2
Other	Legal framework	7,3
	Governance and strategy	6,8
	Level of development of the tools to improve efficiency	6,4
	Level of development of the tools to improve quality	6,6

Global IT Development level

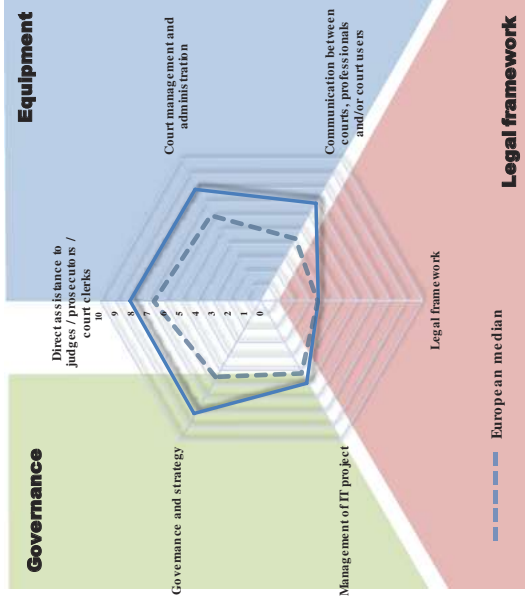


Level of development of the tools

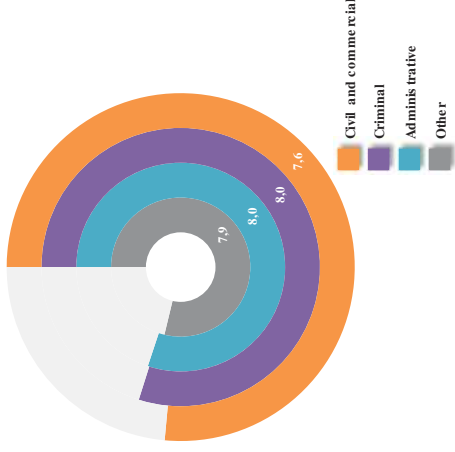


Turkey

Equipment	Direct assistance to judges / prosecutors / court clerks	8,1
	Court management and administration	7,9
	Communication between courts, professionals and/or court users	7,0
Legal framework	Legal framework	3,6
Governance	Management of IT project	5,9
	Governance and strategy	8,1
Level of development of the tools	To improve efficiency	7,1
	To improve quality	7,6



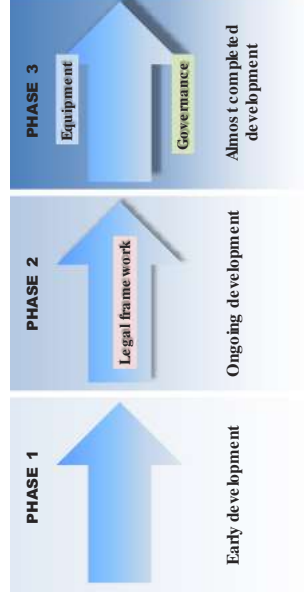
Global IT equipment per category



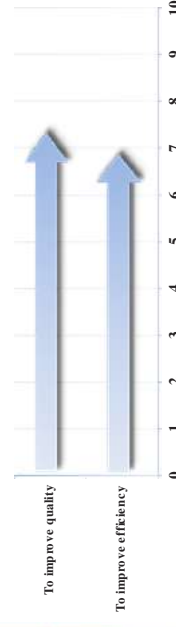
Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8,1
	Court management and administration	8,0
	Communication between courts, professionals and/or court users	6,8
	Legal framework	3,2
Criminal	Governance and strategy	8,1
	Level of development of the tools to improve efficiency	6,8
	Level of development of the tools to improve quality	7,4
	Direct assistance to judges / prosecutors / court clerks	8,2
Administrative	Court management and administration	8,0
	Communication between courts, professionals and/or court users	7,8
	Legal framework	4,5
	Governance and strategy	8,1
Other	Level of development of the tools to improve efficiency	7,9
	Level of development of the tools to improve quality	8,4
	Direct assistance to judges / prosecutors / court clerks	8,1
	Court management and administration	8,0
Other	Communication between courts, professionals and/or court users	7,9
	Legal framework	3,6
	Governance and strategy	8,1
	Level of development of the tools to improve efficiency	7,8
Other	Level of development of the tools to improve quality	8,1
	Direct assistance to judges / prosecutors / court clerks	7,7
	Court management and administration	8,0
	Communication between courts, professionals and/or court users	7,9
Other	Legal framework	3,6
	Governance and strategy	8,0
Other	Level of development of the tools to improve efficiency	7,7
	Level of development of the tools to improve quality	8,0

Global IT Development level

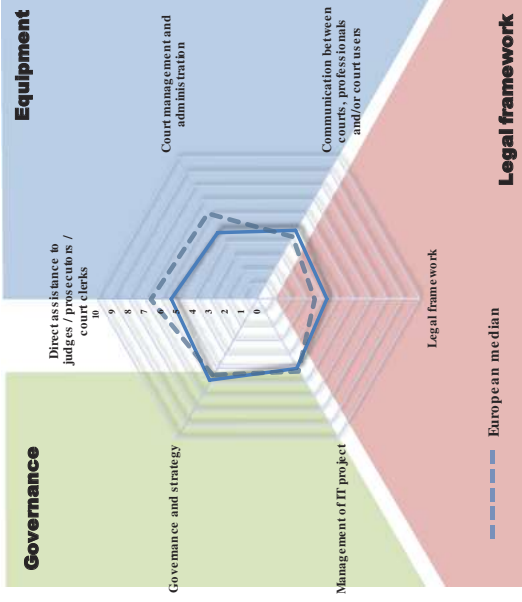


Level of development of the tools

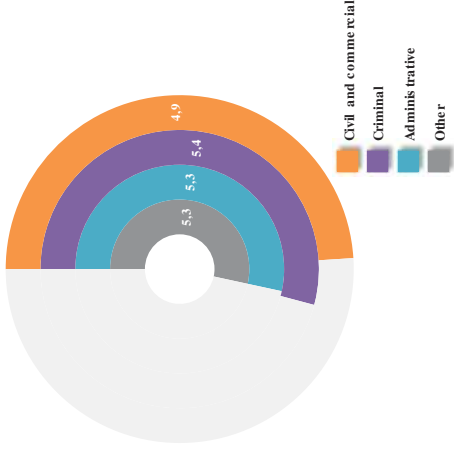


Ukraine

Equipment	Direct assistance to judges / prosecutors / court clerks	5.3
	Court management and administration	4.8
	Communication between courts, professionals and/or court users	4.8
Legal framework	Legal framework	4.3
Governance	Management of IT project	5.0
	Governance and strategy	5.9
Level of development of the tools	To improve efficiency	4.7
	To improve quality	5.2



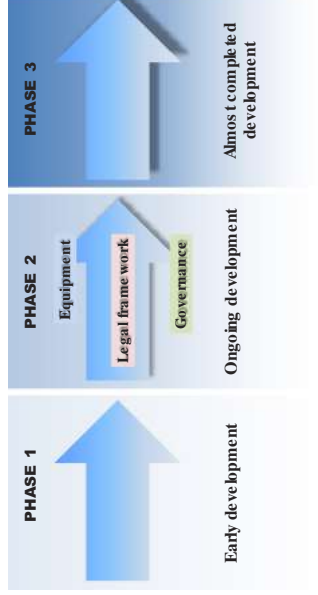
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	4.5
	Communication between courts, professionals and/or court users	4.5
	Legal framework	3.2
Criminal	Governance and strategy	5.2
	Level of development of the tools to improve efficiency	4.1
	Level of development of the tools to improve quality	4.7
	Direct assistance to judges / prosecutors / court clerks	5.5
Administrative	Court management and administration	5.2
	Communication between courts, professionals and/or court users	5.5
	Legal framework	5.8
	Governance and strategy	6.5
Other	Level of development of the tools to improve efficiency	5.7
	Level of development of the tools to improve quality	6.0
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	5.1
Other	Communication between courts, professionals and/or court users	5.3
	Legal framework	3.6
	Governance and strategy	5.4
	Level of development of the tools to improve efficiency	4.7
Other	Level of development of the tools to improve quality	5.3
	Direct assistance to judges / prosecutors / court clerks	5.6
	Court management and administration	5.1
	Communication between courts, professionals and/or court users	5.3
Other	Legal framework	3.6
	Governance and strategy	5.4
	Level of development of the tools to improve efficiency	4.7
	Level of development of the tools to improve quality	5.3

Global IT Development level



Level of development of the tools

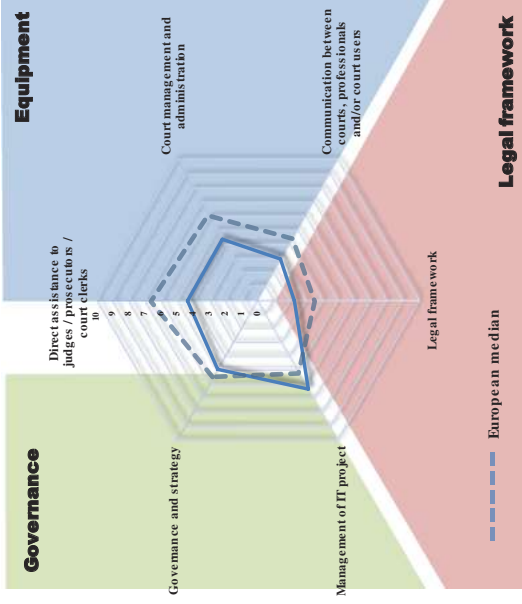


UK-England and Wales

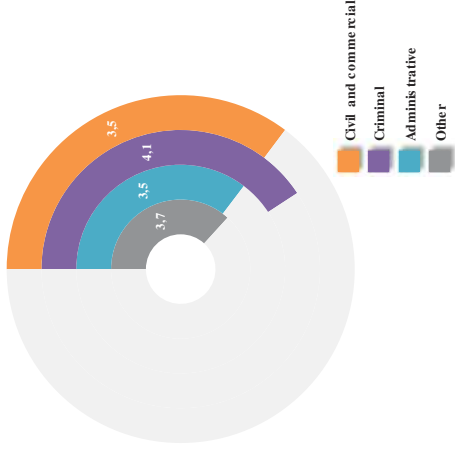
Equipment	Direct assistance to judges / prosecutors / court clerks	4.4
	Court management and administration	3.9
	Communication between courts, professionals and/or court users	3.0
Legal framework	Legal framework	2.3
Governance	Management of IT project	6.4
	Governance and strategy	4.9
Level of development of the tools	To improve efficiency	3.4
	To improve quality	3.7

Global IT equipment per category

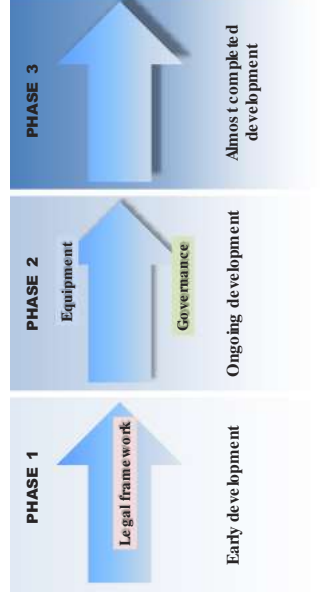
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	4.0
	Court management and administration	3.9
	Communication between courts, professionals and/or court users	2.8
	Legal framework	1.9
Criminal	Governance and strategy	4.6
	Level of development of the tools to improve efficiency	2.9
	Level of development of the tools to improve quality	3.2
	Direct assistance to judges / prosecutors / court clerks	4.7
Administrative	Court management and administration	4.5
	Communication between courts, professionals and/or court users	3.1
	Legal framework	2.9
	Governance and strategy	4.9
Other	Level of development of the tools to improve efficiency	3.6
	Level of development of the tools to improve quality	4.2
	Direct assistance to judges / prosecutors / court clerks	4.0
	Court management and administration	3.9
Administrative	Communication between courts, professionals and/or court users	2.8
	Legal framework	1.8
	Governance and strategy	4.2
	Level of development of the tools to improve efficiency	2.8
Other	Level of development of the tools to improve quality	3.1
	Direct assistance to judges / prosecutors / court clerks	4.0
	Court management and administration	4.0
	Communication between courts, professionals and/or court users	3.0
Other	Legal framework	1.8
	Governance and strategy	4.4
Other	Level of development of the tools to improve efficiency	3.1
	Level of development of the tools to improve quality	3.2



Global IT equipment per category



Global IT Development level

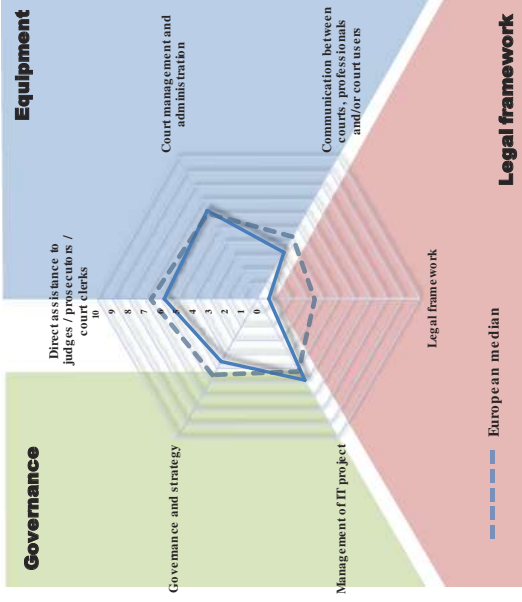


Level of development of the tools

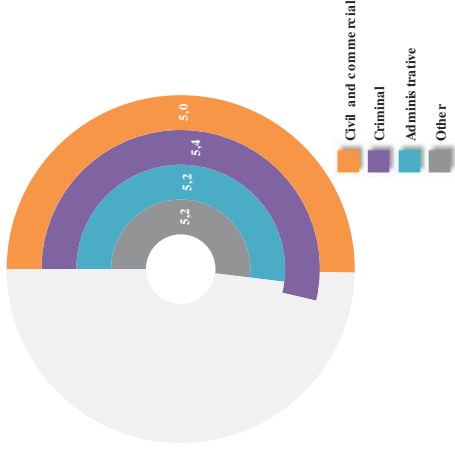


UK-Northern Ireland

Equipment	Direct assistance to judges / prosecutors / court clerks	5.8
	Court management and administration	6.3
	Communication between courts, professionals and/or court users	3.3
Legal framework	Legal framework	0.7
	Management of IT project	5.9
Governance	Governance and strategy	4.5
	To improve efficiency	3.8
	To improve quality	4.4
Level of development of the tools		4.1



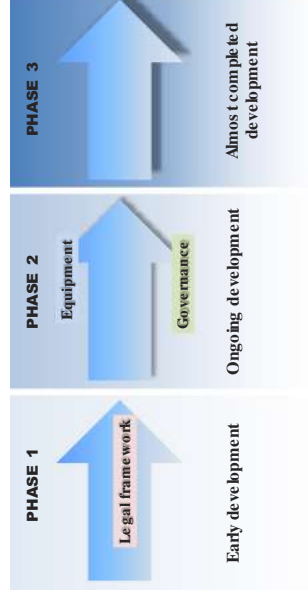
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	5.4
	Court management and administration	6.3
	Communication between courts, professionals and/or court users	3.4
	Legal framework	0.0
Criminal	Governance and strategy	4.4
	Level of development of the tools to improve efficiency	3.6
	Level of development of the tools to improve quality	4.1
	Direct assistance to judges / prosecutors / court clerks	6.2
Administrative	Court management and administration	6.4
	Communication between courts, professionals and/or court users	5.4
	Legal framework	3.5
	Governance and strategy	1.3
Other	Governance and strategy	4.7
	Level of development of the tools to improve efficiency	4.3
	Level of development of the tools to improve quality	5.0
	Direct assistance to judges / prosecutors / court clerks	5.4
Administrative	Court management and administration	6.4
	Communication between courts, professionals and/or court users	5.2
	Legal framework	3.8
	Governance and strategy	0.0
Other	Governance and strategy	4.4
	Level of development of the tools to improve efficiency	4.1
	Level of development of the tools to improve quality	4.4
	Direct assistance to judges / prosecutors / court clerks	5.4
Other	Court management and administration	6.4
	Communication between courts, professionals and/or court users	5.2
	Legal framework	3.8
	Governance and strategy	0.0
Other	Governance and strategy	4.4
	Level of development of the tools to improve efficiency	4.1
	Level of development of the tools to improve quality	4.4

Global IT Development level



Level of development of the tools

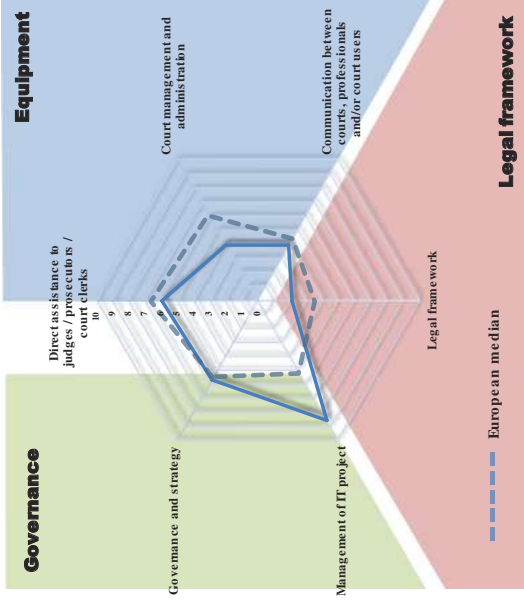


UK-Scotland

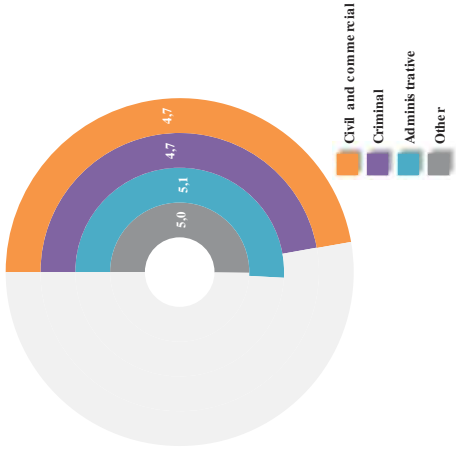
Equipment	Direct assistance to judges / prosecutors / court clerks	6.0
	Court management and administration	4.0
	Communication between courts, professionals and/or court users	3.9
Legal framework	Legal framework	2.1
Governance	Management of IT project	8.6
	Governance and strategy	5.7
Level of development of the tools	To improve efficiency	4.2
	To improve quality	4.4

Global IT equipment per category

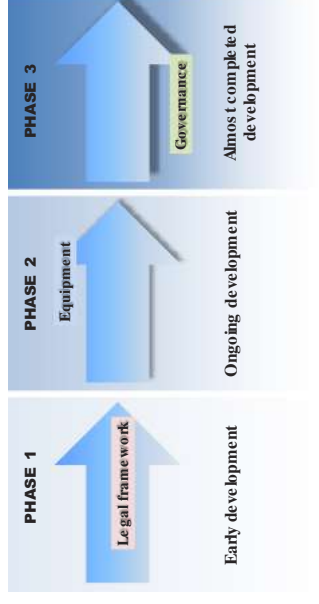
Civil and commercial	Direct assistance to judges / prosecutors / court clerks	6.6
	Court management and administration	3.7
	Communication between courts, professionals and/or court users	3.9
	Legal framework	1.6
Criminal	Governance and strategy	5.5
	Level of development of the tools to improve efficiency	3.8
	Level of development of the tools to improve quality	4.3
	Direct assistance to judges / prosecutors / court clerks	5.8
Administrative	Court management and administration	4.1
	Communication between courts, professionals and/or court users	4.2
	Legal framework	2.9
	Governance and strategy	5.8
Other	Level of development of the tools to improve efficiency	4.6
	Level of development of the tools to improve quality	5.1
	Direct assistance to judges / prosecutors / court clerks	6.6
	Court management and administration	4.1
Administrative	Communication between courts, professionals and/or court users	4.6
	Legal framework	1.8
	Governance and strategy	5.4
	Level of development of the tools to improve efficiency	4.3
Other	Level of development of the tools to improve quality	4.7
	Direct assistance to judges / prosecutors / court clerks	6.6
	Court management and administration	3.9
	Communication between courts, professionals and/or court users	4.6
Other	Legal framework	1.8
	Governance and strategy	5.3
Other	Level of development of the tools to improve efficiency	4.3
	Level of development of the tools to improve quality	4.6



Global IT equipment per category



Global IT Development level

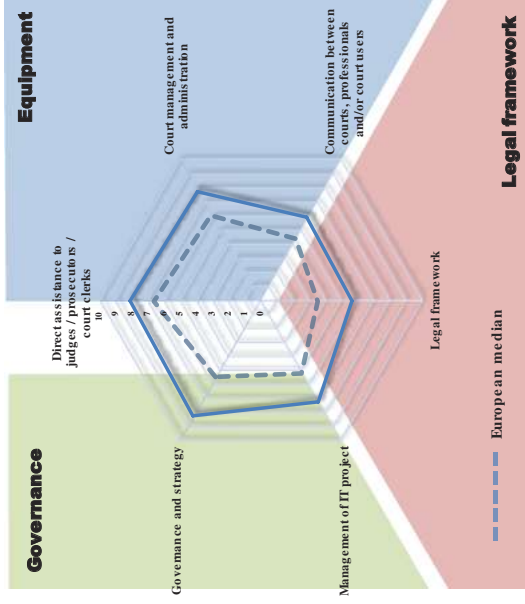


Level of development of the tools

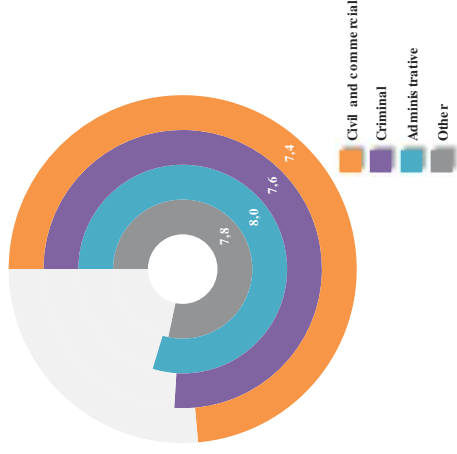


Israel

Equipment	Direct assistance to judges / prosecutors / court clerks	8.1
	Court management and administration	7.7
	Communication between courts, professionals and/or court users	5.9
Legal framework	Legal framework	5.7
Governance	Management of IT project	7.3
	Governance and strategy	8.3
Level of development of the tools	To improve efficiency	6.8
	To improve quality	7.1



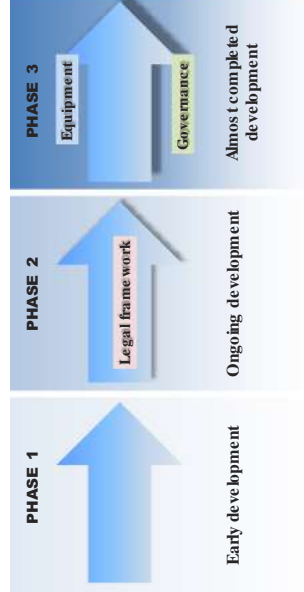
Global IT equipment per category



Global IT equipment per category

Civil and commercial	Direct assistance to judges / prosecutors / court clerks	8.5
	Court management and administration	7.5
	Communication between courts, professionals and/or court users	6.0
	Legal framework	5.5
Criminal	Governance and strategy	8.2
	Level of development of the tools to improve efficiency	6.5
	Level of development of the tools to improve quality	6.8
	Direct assistance to judges / prosecutors / court clerks	8.1
Administrative	Court management and administration	8.3
	Communication between courts, professionals and/or court users	6.4
	Legal framework	6.8
	Governance and strategy	8.5
Other	Level of development of the tools to improve efficiency	7.5
	Level of development of the tools to improve quality	7.9
	Direct assistance to judges / prosecutors / court clerks	8.5
	Court management and administration	8.3
Administrative	Communication between courts, professionals and/or court users	7.1
	Legal framework	6.4
	Governance and strategy	8.4
	Level of development of the tools to improve efficiency	7.5
Other	Level of development of the tools to improve quality	7.5
	Direct assistance to judges / prosecutors / court clerks	8.1
	Court management and administration	8.3
	Communication between courts, professionals and/or court users	7.1
Other	Legal framework	6.4
	Governance and strategy	8.3
	Level of development of the tools to improve efficiency	7.4
	Level of development of the tools to improve quality	7.4

Global IT Development level



Level of development of the tools



ANNEX 3: FRAMEWORK USED FOR THE EVALUATION

Principles:

- Points are allocated according to the answers of the country

- Regarding to the equipment rate

100 %	4
50-99 %	3
10-49 %	2
1-9 %	1
0 % (NAP)	0
NA	0

- Regarding to the Yes / No answers

Yes / No	
Yes	4
No	0

- Points allocated should be weighted according to the following rules

- For most important items, points should be multiplied by 2 (eg question 63.1.1.1)
- For less important items, points should be divided by 2 (eg question 62.6.1.2)
- For the answers where the matters (civil, criminal, administrative, other) should be described (eg question 62.4)

- If the technology is available for all the matters, the points are distributed according to the previous rules described (4 to 0 points weighted for most important items and for less important items)
- If the technology is only available for some matters, the points allocated for “all the matters” are divided by 4 (which is the number of different matters in the scheme) and distributed equally to each matter : consequently, if the country ticks “civil”, “criminal”, “administrative” and “other matter”, the result will be the same than if the country ticks “all matters”

- For some specific questions, the points are allocated as following

- Question 62.1.1.3 : Average speed of the internet in courts

Internet Speed	
Very high internet speed	4
High internet speed	3
Medium internet speed	2
Low internet speed	1
NA	0

- Question 65.1.2 : Structure in charge of the strategic governance of the judicial system modernisation

Governance	
Mixed team	4
Administrative team	1
Other	1

- Questions 65.2.1.1 : Model primarily chosen for conducting structuring IT projects

Projects	
Professionals	4
IT Service	1
Other	1

- These points are added to each other per domain and standardised on an index (10 points)
 - Equipment (10 points) to summarize all the subdomains below
 - Direct assistance to judicial staff (10 points)
 - Administration of the courts (10 points)
 - Communication with the users of the courts (10 points)
 - Legal framework supporting the use the IT (10 points)
 - Heading of IT projects (10 points)
 - Global governance of the IT in the courts (10 points)
 - Index of development of tools used to improve efficiency (10 points)
 - Index of development of tools used to improve quality (10 points)

Question	Direct assistance	Administration	Communication	Legal	Heading of projects	Governance	Tool to improve efficiency	Tool to improve quality
62. Technologies used for direct assistance to judges / prosecutors / court clerks								
62.1 Basic facilities								
62.1.1.1 Equipment rate	4						4	
62.1.1.2 Equipment policy coordinated at national level						4		
62.1.1.3 Average speed to the internet in courts	4		4				4	
62.2 Advanced use of office automation tools								
62.2.1.1 Equipment rate	4						2	
62.2.1.2 Equipment policy coordinated at national level						4		
62.3 Is there staff specifically dedicated to computer maintenance in courts?								
62.3.1.1 Is there staff specifically dedicated to computer maintenance in courts?	4					2		
62.3.1.2 Service outsourced / internal / Both								
62.3C Comments								
62.4 Is there a centralised national case law database?								
62.4.1.1 Is there a centralised national case law database?	4					4	4	4
62.4.2.1 All matters - Equipment rate	4					4	4	4
62.4.2.2 All matters - Link to ECHR case law	2							2
62.4.2.3 All matters - Name(s) of the database(s)								

Question	Direct assistance	Administration	Communication	Legal	Heading of projects	Governance	Tool to improve efficiency	Tool to improve quality
62.4.3.1 Civil - Equipment rate	1					1	1	1
62.4.3.2 Civil - Link to ECHR case law	0,5							0,5
62.4.3.3 Civil - Name(s) of the database(s)								
62.4.4.1 Criminal - Equipment rate	1					1	1	1
62.4.4.2 Criminal - Link to ECHR case law	0,5							0,5
62.4.4.3 Criminal - Name(s) of the database(s)								
62.4.5.1 Administrative - Equipment rate	1					1	1	1
62.4.5.2 Administrative - Link to ECHR case law	0,5							0,5
62.4.5.3 Administrative - Name(s) of the database(s)								
62.4.6.1 Other - Equipment rate	1					1	1	1
62.4.6.2 Other - Link to ECHR case law	0,5							0,5
62.4.6.3 Other - Name(s) of the database(s)								
62.5 Centralised legislative database								
62.5.1.1 Equipment rate	4					2	2	2
62.5.1.2 Link to databases of case law	4						2	2
62.5.1.3 Name(*) of the database								
62.6 Is there a computerised national record centralising all criminal convictions?								
62.6.1.1 Is there a computerised national record centralising all criminal convictions?	4					4	4	4
62.6.1.2 Linkage with other European records of the same nature	2							2
62.6.1.3 Content directly available by computerised means for judges and/or prosecutors	4							4
62.6.1.4 Content directly available for purposes other than criminals (civil and administrative matters)	2							
62.6.1.5 Authority allowing the access by computerised means to judges and/or prosecutors								
62.7 Are there writing assistance tools for which the content is coordinated at national level? (*) (models or templates, paragraphs already written, etc.)								
62.7.1.1 Are there writing assistance tools for which the content is coordinated at national level? (*) (models or templates, paragraphs already written, etc.)	4					2	4	4
62.7.2.1 Civil - Equipment rate	1					0,5	1	1
62.7.2.2 Civil - Name(s) of the tool(s)								
62.7.3.1 Criminal - Equipment rate	1					0,5	1	1
62.7.3.2 Criminal - Name(s) of the tool(s)								
62.7.4.1 Administrative - Equipment rate	1					0,5	1	1
62.7.4.2 Administrative - Name(s) of the tool(s)								
62.7.5.1 Other - Equipment rate	1					0,5	1	1
62.7.5.2 Other - Name(s) of the tool(s)								
62.8 Voice dictation tools								
62.8.1.1 Equipment rate	4							

Question	Direct assistance	Administration	Communication	Legal	Heading of projects	Governance	Tool to improve efficiency	Tool to improve quality
62.9 Access to an intranet in the court (broadcasting of national or local news)								
62.9.1.1 Equipment rate	4							
62.10 Possibility of online training (e-learning) for judges, prosecutors and/or court clerks								
62.10 Equipment rate								4
62C								
63. Technologies used for court management and administration								
63.1 Is there a case management system?								
63.1.1.1 Is there a case management system?		8				4	8	4
63.1.2.1 All matters - Equipment rate		4				4	4	4
63.1.2.2 All matters - Centralised database						2		
63.1.2.3 All matters - Early warning signals		4						4
63.1.2.4 All matters - Name(s) of the system(s)								
63.1.3.1 Civil - Equipment rate		1				1	1	1
63.1.3.2 Civil - Centralised database						0,5		
63.1.3.3 Civil - Early warning signals		1						1
63.1.3.4 Civil - Name(s) of the system(s)								
63.1.4.1 Criminal - Equipment rate		1				1	1	1
63.1.4.2 Criminal - Centralised database						0,5		
63.1.4.3 Criminal - Early warning signals		1						1
63.1.4.4 Criminal - Name(s) of the system(s)								
63.1.5.1 Administrative - Equipment rate		1				1	1	1
63.1.5.2 Administrative - Centralised database						0,5		
63.1.5.3 Administrative - Early warning signals		1						1
63.1.5.4 Administrative - Name(s) of the system(s)								
63.1.6.1 Other - Equipment rate		1				1	1	1
63.1.6.2 Other - Centralised database						0,5		
63.1.6.3 Other - Early warning signals		1						1
63.1.6.4 Other - Name(s) of the system(s)								
63.2 Computerised registries managed by courts								
63.2.1.1 Land registry - Equipment rate		2						
63.2.1.2 Land registry - Data consolidated at national level		1				1	1	
63.2.1.3 Land registry - Service available online			1					1
63.2.1.4 Land registry - Name(s) of the tool(s)								
63.2.2.1 Business registry - Equipment rate		2						
63.2.2.2 Business registry - Data consolidated at national level		1				1	1	
63.2.2.3 Business registry - Service available online			1					1
63.2.2.4 Business registry - Name(s) of the tool(s)								
63.2.3.1 Other - Equipment rate		2						
63.2.3.2 Other - Data consolidated at national level		1				1	1	

Question	Direct assistance		Communication	Legal	Heading of projects		Governance	Tool to improve efficiency		Tool to improve quality	
	Administration										
63.2.3.3 Other - Service available online			1								1
63.2.3.4 Other - Name(s) of the tool(s)											
63.3 Are there tools of producing courts activity statistics?											
63.3.1.1 Are there tools of producing courts activity statistics?		8							4		
63.3.2.1 All matters - Equipment rate		4							4		
63.3.2.2 All matters - Data consolidated at national level							4		4		
63.3.2.3 All matters - Name(s) of the database(s)											
63.3.3.1 Civil - Equipment rate		1							1		
63.3.3.2 Civil - Data consolidated at national level							1		1		
63.3.3.3 Civil - Name(s) of the database(s)											
63.3.4.1 Criminal - Equipment rate		1							1		
63.3.4.2 Criminal - Data consolidated at national level							1		1		
63.3.4.3 Criminal - Name(s) of the database(s)											
63.3.5.1 Administrative - Equipment rate		1							1		
63.3.5.2 Administrative - Data consolidated at national level							1		1		
63.3.5.3 Administrative - Name(s) of the database(s)											
63.3.6.1 Other - Equipment rate		1							1		
63.3.6.2 Other - Data consolidated at national level							1		1		
63.3.6.3 Other - Name(s) of the database(s)											
63.4 Do business intelligence tools based on statistical tools are developed?											
63.4 Do business intelligence tools based on statistical tools are developed?		4					4		4		2
63.5 What are the terms and conditions for using statistical activity data for the allocation of resources (human, financial) to courts?											
63.5 What are the terms and conditions for using statistical activity data for the allocation of resources (human, financial) to courts?											
63.6 Computerised systems for budgetary and financial management of courts											
63.6.1.1 Budgetary and financial - Equipment rate		4									
63.6.1.2 Budgetary and financial - Data consolidated at national level							4		2		
63.6.1.3 Budgetary and financial - System communicating											2
63.6.1.4 Budgetary and financial - Name(s) of the tool(s)											
63.6.2.1 Justice expenses - Equipment rate		4									
63.6.2.2 Justice expenses - Data consolidated at national level							4		2		
63.6.2.3 Justice expenses - System communicating											2
63.6.2.4 Justice expenses - Name(s) of the tool(s)											
63.6.3.1 Other - Equipment rate		4									
63.6.3.2 Other - Data consolidated at national level							4		2		
63.6.3.3 Other - System communicating											2

Question	Direct assistance	Administration	Communication	Legal	Heading of projects	Governance	Tool to improve efficiency	Tool to improve quality
63.6.3.4 Other - Name(s) of the tool(s)								
63.7 Measurement tools to assess the workload of judges, prosecutors and/or court clerks								
63.7.1.1 Equipment rate		4				4	4	1
63.7.2.1 National level						2	2	1
63.7.2.2 Local level							2	0,5
63.8 Videoconferencing between courts								
63.8.1.1 Equipment rate		4					1	
63C								
64. Technologies used for communication between courts, professionals and/or court users								
64.1 General-interest information websites								
64.1.1.1 General-interest information websites			4					
64.1.1.2 Website gathering national information			2					
64.1.1.3 Specific website for each court			2					
64.1.1.4 Equipment rate			1			1		1
64.2 Is there a possibility to submit a case to courts by electronic means?								
64.2 Is there a possibility to submit a case to courts by electronic means?			8			4	4	4
64.2.2.1 All matters - Equipment rate			4			4	4	4
64.2.2.2 All matters - Submission of cases in paper form remains mandatory			-2				-2	-2
64.2.2.3 All matters - Specific legislative framework authorising the submission of a case				4				
64.2.2.4 All matters - Name(s) of the software dealing with online submission of cases								
64.2.3.1 Civil - Equipment rate			1			1	1	1
64.2.3.2 Civil - Submission of cases in paper form remains mandatory			-0,5				-0,5	-0,5
64.2.3.3 Civil - Specific legislative framework authorising the submission of a case				1				
64.2.3.4 Civil - Name(s) of the software dealing with online submission of cases								
64.2.4.1 Criminal - Equipment rate			1			1	1	1
64.2.4.2 Criminal - Submission of cases in paper form remains mandatory			-0,5				-0,5	-0,5
64.2.4.3 Criminal - Specific legislative framework authorising the submission of a case				1				
64.2.4.4 Criminal - Name(s) of the software dealing with online submission of cases								
64.2.5.1 Administrative - Equipment rate			1			1	1	1
64.2.5.2 Administrative - Submission of cases in paper form remains mandatory			-0,5				-0,5	-0,5
64.2.5.3 Administrative - Specific legislative framework authorising the submission of a case				1				
64.2.5.4 Administrative - Name(s) of the software dealing with online submission of cases								

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
64.2.6.1 Other - Equipment rate		1		1	1	1	
64.2.6.2 Other - Submission of cases in paper form remains mandatory		-0,5			-0,5	-0,5	
64.2.6.3 Other - Specific legislative framework authorising the submission of a case			1				
64.2.6.4 Other - Name(s) of the software dealing with online submission of cases							
64.3 Is it possible to request for granting legal aid by electronic means?							
64.3.1.1 Is it possible to request for granting legal aid by electronic means?		8		4	8	8	
64.3.1.2 Equipment rate		4		4	4	4	
64.3.1.3 Formalisation of the request in paper form remains mandatory		-2			-2	-2	
64.3.1.4 Specific legislative framework			4				
64.3.1.5 Name of the software dealing with online requests							
64.4 Is it possible to transmit summons to a judicial meeting or a hearing by electronic means?							
64.4.1.1 Is it possible to transmit summons to a judicial meeting or a hearing by electronic means?		8		4	4	4	
64.4.2.1 All matters - Equipment rate		4		4	4	4	
64.4.2.2 All matters - Summon in paper form remains mandatory		-2			-2	-2	
64.4.2.3 All matters - Consent of the user to be notified by electronic means					-2	2	
64.4.2.4 All matters - SMS		1				1	
64.4.2.5 All matters - E-mail		1				1	
64.4.2.6 All matters - Specific computer application		1				1	
64.4.2.7 All matters - Other		1				1	
64.4.2.8 All matters - Specific legal frame work			4				
64.4.3.1 Civil - Equipment rate		1		2	2	2	
64.4.3.2 Civil - Summon in paper form remains mandatory		-0,5			-0,5	-0,5	
64.4.3.3 Civil - Consent of the user to be notified by electronic means					-0,5	-0,5	
64.4.3.4 Civil - SMS		0,25				0,25	
64.4.3.5 Civil - E-mail		0,25				0,25	
64.4.3.6 Civil - Specific computer application		0,25				0,25	
64.4.3.7 Civil - Other		0,25				0,25	
64.4.3.8 Civil - Specific legal framework			1				
64.4.4.1 Criminal - Equipment rate		1		2	2	2	
64.4.4.2 Criminal - Summon in paper form remains mandatory		-0,5			-0,5	-0,5	
64.4.4.3 Criminal - Consent of the user to be notified by electronic means					-0,5	-0,5	
64.4.4.4 Criminal - SMS		0,25				0,25	
64.4.4.5 Criminal - E-mail		0,25				0,25	

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
64.4.4.6 Criminal - Specific computer application		0,25					0,25
64.4.4.7 Criminal - Other		0,25					0,25
64.4.4.8 Criminal - Specific legal framework			1				
64.4.5.1 Administrative - Equipment rate		1		2	2	2	
64.4.5.2 Administrative - Summon in paper form remains mandatory		-0,5				-0,5	-0,5
64.4.5.3 Administrative - Consent of the user to be notified by electronic means						-0,5	-0,5
64.4.5.4 Administrative - SMS		0,25					0,25
64.4.5.5 Administrative - E-mail		0,25					0,25
64.4.5.6 Administrative - Specific computer application		0,25					0,25
64.4.5.7 Administrative - Other		0,25					0,25
64.4.5.8 Administrative - Specific legal framework			1				
64.4.5.1 Other - Equipment rate		1		2	2	2	
64.4.5.2 Other - Summon in paper form remains mandatory		-0,5				-0,5	-0,5
64.4.5.3 Other - Consent of the user to be notified by electronic means						-0,5	-0,5
64.4.5.4 Other - SMS		0,25					0,25
64.4.5.5 Other - E-mail		0,25					0,25
64.4.5.6 Other - Specific computer application		0,25					0,25
64.4.5.7 Other - Other		0,25					0,25
64.4.5.8 Other - Specific legal framework			1				
64.5 Is it possible to monitor the stages of an online judicial proceeding?							
64.5 Is it possible to monitor the stages of an online judicial proceeding?		8		4			4
64.5.2.1 All matters - Equipment rate		4		2			4
64.5.2.2 All matters - Monitoring linked to the case management system	4			2	4		
64.5.2.3 All matters - Monitoring including the publication of an online decision		4					4
64.5.2.4 All matters - Do court users have to pay?							-2
64.5.2.5 All matters - Name of the software used for the online monitoring							
64.5.3.1 Civil - Equipment rate		1		0,5			1
64.5.3.2 Civil - Monitoring linked to the case management system	1			0,5	1		
64.5.3.3 Civil - Monitoring including the publication of an online decision		1					1
64.5.3.4 Civil - Do court users have to pay?							-0,5
64.5.3.5 Civil - Name of the software used for the online monitoring							
64.5.4.1 Criminal - Equipment rate		1		0,5			1
64.5.4.2 Criminal - Monitoring linked to the case management system	1			0,5	1		

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
64.5.4.3 Criminal - Monitoring including the publication of an online decision		1					1
64.5.4.4 Criminal - Do court users have to pay?							-0,5
64.5.4.5 Criminal - Name of the software used for the online monitoring							
64.5.5.1 Administrative - Equipment rate		1			0,5		1
64.5.5.2 Administrative - Monitoring linked to the case management system	1				0,5	1	
64.5.5.3 Administrative - Monitoring including the publication of an online decision		1					1
64.5.5.4 Administrative - Do court users have to pay?							-0,5
64.5.5.5 Administrative - Name of the software used for the online monitoring							
64.5.6.1 Other - Equipment rate		1			0,5		1
64.5.6.2 Other - Monitoring linked to the case management system	1				0,5	1	
64.5.6.3 Other - Monitoring including the publication of an online decision		1					1
64.5.6.4 Other - Do court users have to pay?							-0,5
64.5.6.5 Other - Name of the software used for the online monitoring							
64.6 Are there possibilities of electronic communication between courts and lawyers?							
64.6.1.1 Are there possibilities of electronic communication between courts and lawyers?		8			4	8	8
64.6.2.1 All matters - Equipment rate		4			2	4	4
64.6.2.2 All matters - Submission of a case to a court		2			1	2	2
64.6.2.3 All matters - Pre-hearing phases		2			1	2	2
64.6.2.4 All matters - Schedule of hearings and/or appeals management		2			1	2	2
64.6.2.5 All matters - Transmission of courts decisions		2			1	2	2
64.6.2.6 All matters - E-mail		1				1	
64.6.2.7 All matters - Specific computer application		1				1	
64.6.2.8 All matters - Other		1				1	
64.6.2.9 All matters - Specific legal framework			4			1	
64.6.3.1 Civil - Equipment rate		1			1	1	1
64.6.3.2 Civil - Submission of a case to a court		0,5			0,5	0,5	0,5
64.6.3.3 Civil - Pre-hearing phases		0,5			0,5	2	0,5
64.6.3.4 Civil - Schedule of hearings and/or appeals management		0,5			0,5	0,5	0,5
64.6.3.5 Civil - Transmission of courts decisions		0,5			0,5	0,5	0,5
64.6.3.6 Civil - E-mail		0,25				0,25	
64.6.3.7 Civil - Specific computer application		0,25				0,25	
64.6.3.8 Civil - Other		0,25				0,25	
64.6.3.9 Civil - Specific legal framework			1			0,25	

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
64.6.4.1 Criminal - Equipment rate		1		1	1	1	
64.6.4.2 Criminal - Submission of a case to a court		0,5		0,5	0,5	0,5	
64.6.4.3 Criminal - Pre-hearing phases		0,5		0,5	2	0,5	
64.6.4.4 Criminal - Schedule of hearings and/or appeals management		0,5		0,5	0,5	0,5	
64.6.4.5 Criminal - Transmission of courts decisions		0,5		0,5	0,5	0,5	
64.6.4.6 Criminal - E-mail		0,25			0,25		
64.6.4.7 Criminal - Specific computer application		0,25			0,25		
64.6.4.8 Criminal - Other		0,25			0,25		
64.6.4.9 Criminal - Specific legal framework			1		0,25		
64.6.5.1 Administrative - Equipment rate		1		1	1	1	
64.6.5.2 Administrative - Submission of a case to a court		0,5		0,5	0,5	0,5	
64.6.5.3 Administrative - Pre-hearing phases		0,5		0,5	2	0,5	
64.6.5.4 Administrative - Schedule of hearings and/or appeals management		0,5		0,5	0,5	0,5	
64.6.5.5 Administrative - Transmission of courts decisions		0,5		0,5	0,5	0,5	
64.6.5.6 Administrative - E-mail		0,25			0,25		
64.6.5.7 Administrative - Specific computer application		0,25			0,25		
64.6.5.8 Administrative - Other		0,25			0,25		
64.6.5.9 Administrative - Specific legal framework			1		0,25		
64.6.6.1 Other - Equipment rate		1		1	1	1	
64.6.6.2 Other - Submission of a case to a court		0,5		0,5	0,5	0,5	
64.6.6.3 Other - Pre-hearing phases		0,5		0,5	2	0,5	
64.6.6.4 Other - Schedule of hearings and/or appeals management		0,5		0,5	0,5	0,5	
64.6.6.5 Other - Transmission of courts decisions		0,5		0,5	0,5	0,5	
64.6.6.6 Other - E-mail		0,25			0,25		
64.6.6.7 Other - Specific computer application		0,25			0,25		
64.6.6.8 Other - Other		0,25			0,25		
64.6.6.9 Other - Specific legal framework			1		0,25		
64.7 Terms and conditions of electronic communication used by professionals other than lawyers							
64.7.1.1 Enforcement agents - Equipment rate		4			4	2	
64.7.1.2 Enforcement agents - Summon to court		2			4	2	
64.7.1.3 Enforcement agents - Notification of decisions		2			4	2	
64.7.1.4 Enforcement agents - Debt collection		2			4	2	
64.7.1.5 Enforcement agents - Other		2			4	2	
64.7.1.6 Enforcement agents - E-mail		1			1		
64.7.1.7 Enforcement agents - Specific computer application		1			1		
64.7.1.8 Enforcement agents - Other terms		1			1		
64.7.1.9 Enforcement agents - Specific legal framework			4				
64.7.2.1 Notaries - Equipment rate		4			4	2	

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
64.7.2.2 Notaries - In civil proceeding			2			4	2
64.7.2.3 Notaries - In matter of legal advice			2			2	2
64.7.2.4 Notaries - To authenticate deeds/certificates			2			2	2
64.7.2.5 Notaries - Other			2			2	2
64.7.2.6 Notaries - E-mail			1			1	
64.7.2.7 Notaries - Specific computer application			1			1	
64.7.2.8 Notaries - Other terms			1			1	
64.7.2.9 Notaries - Specific legal framework			4				
64.7.3.1 Experts - Equipment rate			4			4	2
64.7.3.2 Experts - To exchange evidences/bill of costs, etc.		2				2	
64.7.3.3 Experts - For the monitoring of expertise and timeframes reminder		2				2	
64.7.3.4 Experts - Other			2			2	
64.7.3.5 Experts - E-mail			1			1	
64.7.3.6 Experts - Specific computer application			1			1	
64.7.3.7 Experts - Other terms			1			1	
64.7.3.8 Experts - Specific legal framework			4				
64.7.4.1 Judicial police - Equipment rate			4				
64.7.4.2 Judicial police - To transmit instructions			2				
64.7.4.3 Judicial police - To communicate procedures completed			2				
64.7.4.4 Judicial police - Other			2				
64.7.4.5 Judicial police - E-mail			1				
64.7.4.6 Judicial police - Specific computer application			1				
64.7.4.7 Judicial police - Other terms			1				
64.7.4.8 Judicial police - Specific legal framework			4				
64.8 Is there a device for electronic signatures of documents between courts, users and/or professionals?							
64.8.1.1 Is there a device for electronic signatures of documents between courts, users and/or professionals?		2	8			4	4
64.8.2.1 All matters - Equipment rate			4			4	4
64.8.2.2 All matters - Conclusions exchanged between lawyers aimed at a court			4			4	
64.8.2.3 All matters - Judicial administration deeds		4				2	4
64.8.2.4 All matters - Decisions of other courts			4			4	2
64.8.2.5 All matters - Other			2			2	
64.8.2.6 All matters - Signature mandatory on a paper original		-2	-2			-2	-2
64.8.2.7 All matters - Specific legal framework				4		2	2
64.8.3.1 Civil - Equipment rate			1			1	1
64.8.3.2 Civil - Conclusions exchanged between lawyers aimed at a court			1			1	
64.8.3.3 Civil - Judicial administration deeds		1				1	
64.8.3.4 Civil - Decisions of other courts			1			0,5	0,5

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
	Administration	Communication		Governance			
64.8.3.5 Civil - Other		0,5			1	0,5	
64.8.3.6 Civil - Signature mandatory on a paper original	-0,5	-0,5				-0,5	-0,5
64.8.3.7 Civil - Specific legal framework			1			0,5	0,5
64.8.4.1 Criminal - Equipment rate		1			1	1	1
64.8.4.2 Criminal - Conclusions exchanged between lawyers aimed at a court		1			1	1	
64.8.4.3 Criminal - Judicial administration deeds	1				1	1	
64.8.4.4 Criminal - Decisions of other courts		1			0,5	1	0,5
64.8.4.5 Criminal - Other		0,5			1	0,5	
64.8.4.6 Criminal - Signature mandatory on a paper original	-0,5	-0,5				-0,5	-0,5
64.8.4.7 Criminal - Specific legal framework			1			0,5	0,5
64.8.5.1 Administrative - Equipment rate		1			1	1	1
64.8.5.2 Administrative - Conclusions exchanged between lawyers aimed at a court		1			1	1	
64.8.5.3 Administrative - Judicial administration deeds	1				1	1	
64.8.5.4 Administrative - Decisions of other courts		1			0,5	1	0,5
64.8.5.5 Administrative - Other		0,5			1	0,5	
64.8.5.6 Administrative - Signature mandatory on a paper original	-0,5	-0,5				-0,5	-0,5
64.8.5.7 Administrative - Specific legal framework			1			0,5	0,5
64.8.6.1 Other - Equipment rate		1			1	1	1
64.8.6.2 Other - Conclusions exchanged between lawyers aimed at a court		1			1	1	
64.8.6.3 Other - Judicial administration deeds	1				1	1	
64.8.6.4 Other - Decisions of other courts		1			0,5	1	0,5
64.8.6.5 Other - Other		0,5			1	0,5	
64.8.6.6 Other - Signature mandatory on a paper original	-0,5	-0,5				-0,5	-0,5
64.8.6.7 Other - Specific legal framework			1			0,5	0,5
64.9 Are there online processing devices of specialised litigation?							
64.9.1.1 Are there online processing devices of specialised litigation?	2	4				4	4
64.9.2.1 Civil - Equipment rate	0,5	1				1	1
64.9.2.2 Civil - Type of litigation concerned							
64.9.2.3 Civil - Name(s) of the tool(s)							
64.9.3.1 Criminal - Equipment rate	0,5	1				1	1
64.9.3.2 Criminal - Type of litigation concerned							
64.9.3.3 Criminal - Name(s) of the tool(s)							
64.9.4.1 Administrative - Equipment rate	0,5	1				1	1
64.9.4.2 Administrative - Type of litigation concerned							
64.9.4.3 Administrative - Name(s) of the tool(s)							
64.9.5.1 Other - Equipment rate	0,5	1				1	1
64.9.5.2 Other - Type of litigation concerned							

Question	Direct assistance	Administration	Communication	Legal	Heading of projects	Governance	Tool to improve efficiency	Tool to improve quality
64.9.5.3 Other - Name(s) of the tool(s)								
64.10 Videoconferencing between courts, professionals and/or users								
64.10.1.1 Videoconferencing between courts, professionals and/or users		4	8			4	4	4
64.10.2.1 All matters - Equipment rate		2	4			4	4	4
64.10.2.2 All matters - Prior to a case or to a hearing		2	4			2	2	2
64.10.2.3 All matters - During a hearing		2	4			2	2	2
64.10.2.4 All matters - After a hearing		2	4			2	2	2
64.10.2.5 All matters - Specific legal framework				4			2	2
64.10.3.1 Civil - Equipment rate		1	1			1	1	1
64.10.3.2 Civil - Prior to a case or to a hearing		0,5	1			0,5	0,5	0,5
64.10.3.3 Civil - During a hearing		0,5	1			0,5	0,5	0,5
64.10.3.4 Civil - After a hearing		0,5	1			0,5	0,5	0,5
64.10.3.5 Civil - Specific legal framework				1			0,5	0,5
64.10.4.1 Criminal - Equipment rate		1	1			1	1	1
64.10.4.2 Criminal - Prior to a case or to a hearing		0,5	1			0,5	0,5	0,5
64.10.4.3 Criminal - During a hearing		0,5	1			0,5	0,5	0,5
64.10.4.4 Criminal - After a hearing		0,5	1			0,5	0,5	0,5
64.10.4.5 Criminal - Specific legal framework				1			0,5	0,5
64.10.5.1 Administrative - Equipment rate		1	1			1	1	1
64.10.5.2 Administrative - Prior to a case or to a hearing		0,5	1			0,5	0,5	0,5
64.10.5.3 Administrative - During a hearing		0,5	1			0,5	0,5	0,5
64.10.5.4 Administrative - After a hearing		0,5	1			0,5	0,5	0,5
64.10.5.5 Administrative - Specific legal framework				1			0,5	0,5
64.10.6.1 Other - Equipment rate		1	1			1	1	1
64.10.6.2 Other - Prior to a case or to a hearing		0,5	1			0,5	0,5	0,5
64.10.6.3 Other - During a hearing		0,5	1			0,5	0,5	0,5
64.10.6.4 Other - After a hearing		0,5	1			0,5	0,5	0,5
64.10.6.5 Other - Specific legal framework				1			0,5	0,5
64.11 Recording of hearings or debates								
64.11.1.1 Recording of hearings or debates		4	2			2	4	4
64.11.2.1 All matters - Equipment rate		4	2			2	4	4
64.11.2.2 All matters - Sound		2	2				4	4
64.11.2.3 All matters - Video		2	2				4	4
64.11.2.4 All matters - Specific legal framework				4		2	4	4
64.11.3.1 Civil - Equipment rate		1	0,5				1	1
64.11.3.2 Civil - Sound		1	0,5				1	1
64.11.3.3 Civil - Video		0,5	0,5				1	1
64.11.3.4 Civil - Specific legal framework				1		0,5	1	1
64.11.4.1 Criminal - Equipment rate		1	0,5				1	1

Question	Direct assistance Administration Communication		Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
	1	0,5		1	0,5		
64.11.4.2 Criminal - Sound	1	0,5				1	1
64.11.4.3 Criminal - Video	0,5	0,5				1	1
64.11.4.4 Criminal - Specific legal framework			1		0,5	1	1
64.11.5.1 Administrative - Equipment rate	1	0,5				1	1
64.11.5.2 Administrative - Sound	1	0,5				1	1
64.11.5.3 Administrative - Video	0,5	0,5				1	1
64.11.5.4 Administrative - Specific legal framework			1		0,5	1	1
64.11.6.1 Other - Equipment rate	1	0,5				1	1
64.11.6.2 Other - Sound	1	0,5				1	1
64.11.6.3 Other - Video	0,5	0,5				1	1
64.11.6.4 Other - Specific legal framework			1		0,5	1	1
64.12 In criminal matters, do video surveillance recordings can be used as pieces of evidence?							
64.12.1.1 Technical possibility to broadcast video recordings at a hearing		2					4
64.12.1.2 Legal framework to use video recordings as pieces of evidence			4				
64.13 Other devices of electronic communication							
64.13.1.1 Other devices of electronic communication							
64C							
65. Other aspects related to information technologies							
65.1 Is a single structure in charge of the strategic governance of the judicial system modernisation?							
65.1.1 Is a single structure in charge of the strategic governance of the judicial system modernisation?				2	8	4	4
65.1.2 If yes, does it consist of administrative / mix / other kind of team				4	4	4	4
65.1.1 Comments							
65.2 What is the model primarily chosen for conducting structuring IT projects?							
65.2.1.1 Which is the model primarily chosen for conducting structuring IT projects?				8	4	4	8
65.2.1.2 Comments							
65.3 Is there a device of detection and promotions for innovations regarding IT coming from personal and/or local initiatives?							
65.3.1.1 Is there a device of detection and promotions for innovations regarding IT coming from personal and/or local initiatives?				2	4	4	4
65.3.1.2. Comments (please, specify projects that have experienced national developments)							
65.4 Have you measured or have made measured actual benefits resulting from one or several components of your information system?							
65.4.1.1 Have you measured or have made measured actual benefits resulting from one or several components of your information system?				4	8	4	4

Question	Direct assistance Administration Communication			Legal	Heading of projects Governance		Tool to improve efficiency	Tool to improve quality
65.4.1.2 Comments								
65.5 Is there a global security policy regarding the information system of the judicial system based on independent audits or other?								
65.5.1.1 Is there a global security policy regarding the information system of the judicial system based on independent audits or other?					2	8	2	4
65.5.1.2 Comments								
65.6 Does a law guarantee the protection of personal data handled by courts?								
65.6.1.1 Does a law guarantee the protection of personal data handled by courts?				8	4		-2	4
65.6.1.2 If yes, please specify								
Comments								

ANNEX 4: FRAMEWORK USED TO SET THE GLOBAL IT DEVELOPMENT LEVEL

Principles:

- **The Global IT development Level is calculated in 3 fields : Equipment, Legal Framework and Governance**
- **3 different phases have been defined in each field : Early Development, On-going Development and Almost Completed Development**
- **These phases are defined on the basis of the results obtained in each field (cf annex 2)**

Phase	Development Level	Result of evaluation from	Result of evaluation to
1	Early Development	0 point	3 points
2	Ongoing Development	3 points	7 points
3	Almost Completed Development	7 points	10 points

ANNEX 5: KEY OF ABBREVIATIONS USED TO IDENTIFY COUNTRIES

To ensure that the maps and complex graphics can be viewed easily and in full, codes have sometimes been used instead of country names. They are the official three-letter country codes from ISO 3166-1 (ISO 3166-1 alpha-3) published by the International Organisation for Standardisation. Since there are no ISO codes for the entities of the United Kingdom, the official FIFA (International Federation of Association Football) codes have been used. These codes are ENG, WAL, NIR and SCO.

ALB	Albania	CZE	Czech Republic	IRL	Ireland	NLD	Netherlands	ESP	Spain
AND	Andorra	DNK	Denmark	ITA	Italy	NOR	Norway	SWE	Sweden
ARM	Armenia	EST	Estonia	LVA	Latvia	POL	Poland	CHE	Switzerland
AUT	Austria	FIN	Finland	LIE	Liechtenstein	PRT	Portugal	MKD	"The former Yugoslav Republic of Macedonia"
AZE	Azerbaijan	FRA	France	LTU	Lithuania	ROU	Romania	TUR	Turkey
BEL	Belgium	GEO	Georgia	LUX	Luxembourg	RUS	Russian Federation	UKR	Ukraine
BIH	Bosnia and Herzegovina	DEU	Germany	MLT	Malta	SMR	San Marino	UK: ENG&WAL	England and Wales (UK)
BGR	Bulgaria	GRC	Greece	MDA	Republic of Moldova	SRB	Serbia	UK: NIR	Northern Ireland (UK)
HRV	Croatia	HUN	Hungary	MCO	Monaco	SVK	Slovakia	UK: SCO	Scotland (UK)
CYP	Cyprus	ISL	Iceland	MNE	Montenegro	SVN	Slovenia		

A number of abbreviations are used in this report – particularly in the tables:

- (Q) refers to the question (number) in the table shown in the annex, which was used to collect the data.
- If there is no (valid) information, this is shown by the abbreviation "NA" ("not available").
- In some cases a question was not answered because it related to a situation not existing in the country or entity concerned. In this case, or if the reply provided clearly did not match the question, this is shown by "NAP" ("not applicable").

ANNEX 6: QUESTIONNAIRE

Sources (designation of the service(s) having possibly assisted the national correspondent for filling questions 62 to 65)

62. Technologies used for direct assistance to judges / prosecutors / court clerks

Infrastructures, equipment and office softwares

62.1 Basic facilities (micro-computers, internet connection and e-mail)

Equipment rate(*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Equipment policy coordinated at national level Yes No

Average speed to the internet in jurisdictions (*) (use the scale described in the explanatory note to answer this question)

Very high speed High speed Medium speed Low speed NA

62.2 Advanced use of office automation tools (*) (shared folders on servers, shared planning, etc.)

Equipment rate(*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Use policy coordinated at national level Yes No

62.3 Is there staff specifically dedicated to computer maintenance in the jurisdictions?

Yes

If yes, is this service:

Outsourced

Internal to the jurisdictions (specialised non-judge staff)

Both of them

No

Comments (current developments, fields concerned, clarifications regarding the status or structuration of the maintenance services)

Centralised databases for decision support

62.4 Is there a centralised national case law database?

Yes No

If yes, please specify the following information:

	Equipment rate (*)	Link with ECHR case law (*)	Denomination(s) (*) of the database(s)
Unique centralised database for all matters (*)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	

If no, please fill in the questionnaire for the matter(s) (*) concerned :

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No
Other (please, specify in comment to question 62)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No

62.5 Centralised legislative database

Equipment rate(*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Link to databases of case law Yes No NA

Denomination(*) of the database

62.6 Is there a computerised national record centralising all criminal convictions?

Yes

Linkage with other European records of the same nature Yes No

Content directly available by computerised means for judges and/or prosecutors Yes No

Content directly available for purposes other than criminals (civil and administrative matters) Yes No

Authority delivering the access

No

Writing assistance tools

62.7 Are there writing assistance tools for which the content is coordinated at national level? (*) (models or templates, paragraphs already written, etc.)

Yes No

If yes, please specify the following information:

	Equipment rate (*)	Denomination(s) (*) of the tool(s)
Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	
Other (please, specify in comment to question 62)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	

62.8 Voice dictation tools

Equipment rate (*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Other tools

62.9 Access to an intranet in the jurisdiction (broadcasting of national or local news)

Equipment rate (*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

62.10 Possibility of online training (e-learning) for judges, prosecutors and/or court clerks

Equipment rate (*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Comments - questions 62.1 to 62.10

63. Technologies used for court management and administration

Use of information technologies for improving the efficiency of the judicial system functioning

63.1 Is there a case management system (*) ? (software or group of softwares used for the recording of judicial proceedings and their management)

Yes No

If yes, please specify the following information:

	Equipment rate(*)	Centralised or interoperable database(*)	Early warning signals (for active case management)(*)	Denomination(s)(*) of the system(s)
Database for all matters(*)	100 % 50-99 % 10-49 % 1-9 % NA	Yes No	Yes No	

If no, please fill in the questionnaire for the matter(s)(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Other (please, specify in comment to question 63)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	

63.2 Computerised registries managed by courts

	Equipment rate(*)	Data consolidated at national level	Service available online(*)	Denomination(s)(*) of the tool(s)
Land registry	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Business registry	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Other (please, specify in comment to question 63)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	

63.3 Are there statistics tools to measure courts activity? (tool, directly linked or not to the case management system of Q63.1, allowing to quantify among others the number of incoming, resolved and pending cases by type of case – e.g.: infocentres, data warehouse, etc.)

Yes No

If yes, please specify the following information:

	Equipment rate (*)	Data consolidated at national level	Denomination(s) (*) of the system(s)
Unique statistical tool for all matters (*)	100 % 50-99 % 10-49 % 1-9 % NA	Yes No	

If no, please fill in the questionnaire for the matter(s) (*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	
Other (please, specify in comment to question 63)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	

63.4 Do business intelligence tools (*) based on the statistical tools are developed?

Yes No

63.5 What are the terms and conditions for using statistical activity data of courts to allocate them human and financial resources? (*) (e.g.: use of the number of incoming cases to calculate the number of judges for one jurisdiction, etc.)

Budgetary and financial monitoring

63.6 Budgetary and financial management system of courts

	Equipment rate (*)	Data consolidated at national level	System communicating with other ministries (*) (financial among others)	Denomination(s) (*) of the tool(s)
Budgetary and financial management of courts (*)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Justice expenses management (*)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Other (please specify in comment to question 63)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	

Other tools of courts management

63.7 Measurement tools to assess the workload of judges, prosecutors and/or court clerks (tool quantifying the activity of judges, prosecutors and/or court clerks – for example the number of cases resolved)

Equipment rate (*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Data used for a monitoring at national level local level

63.8 Videoconferencing between courts (this does concern the use of audio-visual devices used for administration and court management – e.g.: coordination meetings between remote entities, training, etc.).
Equipment rate(*) 100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA

Comments - questions 63.1 to 63.8

64. Technologies used for communication between courts, professionals and/or court users

Use of information technologies to improve the quality of the service provided to the court users (technologies directly accessible by the procedure users without having recourse to a professional)

64.1 General-interest information websites (website designed for users, which presents courts missions, the organisation, judicial map, etc.)

Websites at national and/or local level(s)

Website gathering national information

Specific website for each jurisdiction

Please specify the percentage of courts providing this service 100 % 50-99 % 10-49 % 0-9 % NA

No website (NAP)

64.2 Is there a possibility to submit a case to courts by electronic means (*)(possibility to introduce a case by electronic means, for example an e-mail or a form on a website)

Yes No

If yes, please specify the following information:

	Equipment rate(*)	Submission of cases in paper form remains mandatory	Specific legislative framework authorising the submission of a case(*)	Denomination(s)(*) of the software(s) dealing with online submission of cases
Single electronic access point for all matters (*)	100 % 50-99 % 10-49 % 1-9 % NA	Yes No	Yes No	

If no, please fill in the questionnaire for the matter(s)(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	
Other (please, specify in comment to question 64)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	

64.3 Is it possible to request for granting legal aid by electronic means (*)?

Yes No

If yes, please specify the following information:

Equipment rate(*) 100 % 50-99 % 10-49 % 1-9 % NA

Formalisation of the request in paper form remains mandatory Yes No

Specific legislative framework(*) regarding requests for granting legal aid by electronic means Yes No

Denomination(*) of the software dealing with online requests

64.4 Is it possible to transmit summons to a judicial meeting or a hearing by electronic means? (a judicial meeting relates to stages prior to a court hearing, with a view to mediation or conciliation)

Yes No

If yes, please specify the following information:

	Equipment rate(*)	Summon in paper form remains mandatory	Consent of the user to be notified by electronic means(*)	Terms and conditions (if other please specify in comments)	Specific legislative framework(*)
Summon possible for all matters(*)	100 % 50-99 % 10-49 % 1-9 % NA	Yes No	Yes No	<input type="checkbox"/> SMS <input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No

If no, please fill in the questionnaire for the matters(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	<input type="checkbox"/> SMS <input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	<input type="checkbox"/> SMS <input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	<input type="checkbox"/> SMS <input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No
Other (please, specify in comment to question 64)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Yes No	Yes No	<input type="checkbox"/> SMS <input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No

64.5 Is it possible to monitor the stages of an online judicial proceeding? (Consultation on a website of the progress of a judicial proceeding by the court from the submission of a case to its deliberation)

Yes No

If yes, please specify the following information:

	Equipment rate(*)	Monitoring linked to the case management system (Q63.1)	Monitoring including the publication of an online decision (*)	Do court users for accessing to all or part of the online information (including the decision) have to pay?	Denomination(*) of the software used for the online monitoring
Possibility for all matters(*)	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	Yes No	Yes No	Yes No	

If no, please fill in the questionnaire for the matter(s)(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	Yes No	Yes No	Yes No
Criminal	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	Yes No	Yes No	Yes No
Administrative	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	Yes No	Yes No	Yes No
Other (please, specify in comment to question 64)	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	Yes No	Yes No	Yes No

Use of information technologies for improving the relationship quality between courts and professionals

64.6 Are there possibilities of electronic communication between courts and lawyers? (sending of computer data contained in a judicial proceeding with or without scanned documents, mainly to develop dematerialised communication)

Yes No

If yes, please specify the following informations :

	Equipment rate(*)	Trial phases concerned(*)	Terms and conditions(*) (if there are different according to the trial phases or if other, please specify in comments)	Specific legal framework(*)
Communication possible for all matters(*)	100 % 50-99 % 10-49 % 1-9 % NA	<input type="checkbox"/> Submission of a case to a court <input type="checkbox"/> Phases preparatories to a hearing <input type="checkbox"/> Schedule of hearings and/or appeals management <input type="checkbox"/> Transmission of courts decisions	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific application(*) <input type="checkbox"/> Other	Yes No

If no, please fill in the questionnaire for the matters(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Submission of a case to a court <input type="checkbox"/> Phases preparatories to a hearing <input type="checkbox"/> Schedule of hearings and/or appeals management <input type="checkbox"/> Transmission of courts decisions	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific application(*) <input type="checkbox"/> Other	Yes No
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Submission of a case to a court <input type="checkbox"/> Phases preparatories to a hearing <input type="checkbox"/> Schedule of hearings and/or appeals management <input type="checkbox"/> Transmission of courts decisions	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific application(*) <input type="checkbox"/> Other	Yes No
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Submission of a case to a court <input type="checkbox"/> Phases preparatories to a hearing <input type="checkbox"/> Schedule of hearings and/or appeals management <input type="checkbox"/> Transmission of courts decisions	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific application(*) <input type="checkbox"/> Other	Yes No
Other (please, specify in comments to question 64)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Submission of a case to a court <input type="checkbox"/> Phases preparatories to a hearing <input type="checkbox"/> Schedule of hearings and/or appeals management <input type="checkbox"/> Transmission of courts decisions	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific application(*) <input type="checkbox"/> Other	Yes No

If "other", please specify any useful comment regarding this section.

64.7 Terms and conditions of electronic communication used by professionals other than lawyers (sending of computer data contained in a judicial proceeding with or without scanned documents, mainly to develop dematerialised communication)

	Equipment rate(*)	Deeds concerned(*)	Terms and conditions(*) (if there are different according to the deeds or if other, please specify in comments)	Specific legal framework(*)
Enforcement agents (as defined in Q169 et seq.)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Communications between enforcement agents and users: <input type="checkbox"/> Summon to a court <input type="checkbox"/> Notification of decisions <input type="checkbox"/> Debt collection <input type="checkbox"/> Other	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No
Notaries (as defined in Q192 et seq.)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Communications between notaries and users: <input type="checkbox"/> In civil proceeding <input type="checkbox"/> In matter of legal advice <input type="checkbox"/> To authenticate deeds/certificates <input type="checkbox"/> Other	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No
Experts (as defined in Q202 et seq.)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Communications between experts and courts: <input type="checkbox"/> To exchange evidences/bill of costs, etc. <input type="checkbox"/> For the monitoring of expertises and timeframes reminder <input type="checkbox"/> Other	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No
Judicial police services	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Communications between the police services and the prosecuting authorities: <input type="checkbox"/> To transmit instructions from the public prosecution to the investigators <input type="checkbox"/> To communicate to the public prosecution, proceedings data for which the investigation is over <input type="checkbox"/> Other	<input type="checkbox"/> E-mail <input type="checkbox"/> Specific computer application(*) <input type="checkbox"/> Other	Yes No

If "other", please specify any useful comment regarding this section.

64.8 Is there a device for electronic signatures of documents between courts, users and/or professionals? (device ensuring the integrity of an electronic document based on an infrastructure of digital keys management)
 Yes No

If yes, please specify the following information:

	Equipment rate(*)	Deeds concerned (if other, please specify in comments)	Signature remaining mandatory on a paper original	Specific legal framework(*)
Signature possible for all matters(*)	100 % 50-99 % 10-49 %1-9 % NA	<input type="checkbox"/> Conclusions exchanged between lawyers aimed at a court(*) <input type="checkbox"/> Judicial administration deeds (summons issued by the court for example) <input type="checkbox"/> Decisions of other jurisdictions <input type="checkbox"/> Other	Yes No	Yes No

If no, please fill in the questionnaire for the matter(s)(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	<input type="checkbox"/> Conclusions exchanged between lawyers aimed at a court(*) <input type="checkbox"/> Judicial administration deeds (summons issued by the court for example) <input type="checkbox"/> Decisions of other jurisdictions <input type="checkbox"/> Other	Yes No	Yes No
Criminal	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	<input type="checkbox"/> Conclusions exchanged between lawyers aimed at a court(*) <input type="checkbox"/> Judicial administration deeds (summons issued by the court for example) <input type="checkbox"/> Decisions of other jurisdictions <input type="checkbox"/> Other	Yes No	Yes No
Administrative	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	<input type="checkbox"/> Conclusions exchanged between lawyers aimed at a court(*) <input type="checkbox"/> Judicial administration deeds (summons issued by the court for example) <input type="checkbox"/> Decisions of other jurisdictions <input type="checkbox"/> Other	Yes No	Yes No
Other (please specify in comment to question 64)	100 % 50-99 % 10-49 %1-9 % 0 % (NAP) NA	<input type="checkbox"/> Conclusions exchanged between lawyers aimed at a court(*) <input type="checkbox"/> Judicial administration deeds (summons issued by the court for example) <input type="checkbox"/> Decisions of other jurisdictions <input type="checkbox"/> Other	Yes No	Yes No

If "other", please specify any useful comment regarding this section.

64.9 Are there online processing devices of specialised litigation? (low value litigation, undisputed claims, preparatory phases to the resolution of family conflicts, etc. – please, specify in “comments” section)

Yes No

If yes, please specify the following information:

	Equipment rate (*)	Type of litigation concerned	Denomination(s) of the tool(s)
Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA		
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA		
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA		
Other (please, specify in comments to question 62)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA		

Use of information technologies between courts, professionals and users in the framework of judicial proceedings

64.10 Videoconferencing between courts, professionals and/or users (this does concern the use of audio-visual devices in the framework of judicial proceedings such as the hearing of parties, etc.)

Yes No

If yes, please specify the following information and describe in comments of this section the cases of actual use of videoconferencing and the expected benefits (for example, the use of this device to reduce the number of detainees' transfers to the court):

	Equipment rate (*)	Proceeding phase (*)	Specific legislative framework (*)
Videoconferencing in all matters (*)	100 % 50-99 % 10-49 % 1-9 % NA	<input type="checkbox"/> Prior to the submission of a case to the court or to the hearing <input type="checkbox"/> During the hearing <input type="checkbox"/> After the hearing	Yes No

If no, please fill in the questionnaire for the matters (*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Prior to the submission of a case to the court or to the hearing <input type="checkbox"/> During the hearing <input type="checkbox"/> After the hearing	Yes No
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Prior to the submission of a case to the court or to the hearing <input type="checkbox"/> During the hearing <input type="checkbox"/> After the hearing	Yes No
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Prior to the submission of a case to the court or to the hearing <input type="checkbox"/> During the hearing <input type="checkbox"/> After the hearing	Yes No
Other (please specify in comments to question 64)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	<input type="checkbox"/> Prior to the submission of a case to the court or to the hearing <input type="checkbox"/> During the hearing <input type="checkbox"/> After the hearing	Yes No

64.11 Recording of hearings or debates (sound or audio-visual recording during the investigation and/or trial phase(s))

Yes No

If yes, please specify the following information:

	Equipment rate(*)	Type of recording	Specific legislative framework(*)
Recording in all matters	100 % 50-99 % 10-49 % 1-9 % NA	Sound Video	Yes No

If no, please fill in the questionnaire for the matter(s)(*) concerned:

Civil and/or commercial	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Sound Video	Yes No
Criminal	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Sound Video	Yes No
Administrative	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Sound Video	Yes No
Other (please specify in comments to question 64)	100 % 50-99 % 10-49 % 1-9 % 0 % (NAP) NA	Sound Video	Yes No

64.12 In criminal matters, do video surveillance recordings can be shown and used as pieces of evidence during the hearing?

Technical possibility to broadcast video recordings at a hearing Yes No NA

Legal framework to use video recording as pieces of evidence Yes No NA

64.13 Other devices of electronic communication between courts, professionals and/or users

Comments - questions 64.1 to 64.13

65. Other aspects related to information technologies

Organisation of the information system governance used by courts

65.1 Is a single structure in charge of the strategic governance(*) of the judicial system modernisation (using among others IT)?

Yes

If yes, does it consist of:

administrative, technical and scientific staff only

mixed teams composed of judicial staff (judges/prosecutors/court clerks) and administrative/technical/scientific staff

Other (please specify in comment)

No

Comments (please specify, in case of a negative answer, if there are other modernisation approaches that have been implemented)

65.2 Which is the model primarily chosen for conducting structuring IT projects in courts and the later management of applications created (maintenance, evolution)?

Management mainly provided by an IT department with the help of professionals in the field (judges, prosecutors, court clerks, etc.)

Management mainly provided by professionals in the field (judges, prosecutors, court clerks, etc.) with the help of an internal IT department or a service provider

Other alternatives (service provider only – specify in comment)

NA

Comments (including other alternatives)

65.3 Is there a device of detection and promotions for innovations regarding IT coming from personal and/or local initiatives?

Yes

No

Comments (please, specify projects that have experienced national developments)

65.4 Have you measured or have made measured actual benefits resulting from one or several components of your information system?

Yes

No

Comments (please, specify for example if stock decreases, timeframe reductions, etc. have been observed directly linked with one of the components of the information system)

Security of courts information system

65.5 Is there a global security policy regarding the information system of the judicial system based on independent audits or other?

Yes

No

Comments (please specify in particular if national frameworks of information security exist)

Protection of personal data

65.6 Does a law guarantee the protection of personal data managed by courts?

Yes

No

If yes, please specify among others:

- if there are authorities specifically responsible for protection of personal data**
- the extent of rights granted to citizens in the specific framework of software used by courts**
- if there are controls or limitations by law regarding the sharing of databases managed by courts with other administrations (police, etc.)**

Comments - questions 65.1 to 65.6

ANNEX 7: EXPLANATORY NOTE

All the questions related to information technologies (IT) have been enriched in order to have a more precise evaluation of the impact regarding the use of IT on the functioning of judicial systems.

These questions are aimed at:

- Improving the mutual knowledge of initiatives and achievements, pointing out if possible the measurable benefits and the difficulties encountered;
- Locating each of the participant in the evaluation in three fields (equipment, legal framework and governance) in order to measure the development level and the maturity of the information systems of the judicial systems;
- Achieving in the 2016 Evaluation Report an analysis in two axes: achievements improving the quality of the judicial system (such as the devices which improve the relationship between courts and other professionals and also users) and achievements participating in improving its efficiency (for example reduction of timeframes of cases processing).

At the end, each participant should be able to have the maturity degree of the information system of its judicial system with regard to CEPEJ criteria and to identify potential risk factors.

Questions 62 to 65

A. Common precisions to questions 62 to 65

Equipment rate(*) : this rate indicates the functional presence in courts of the devices described in the question wording, according the following scale:

100 %	50-99 %	10-49 %	1-9 %	0 % (NAP)	NA
Device completely deployed and used	Device being deployed (being finalised or nearly finalised)	Device being deployed (early deployment or being deployed)	Under testing in one or several pilot(s) site(s) or resulting from an individual initiative of the jurisdiction – please specify in comment	Device not existing or being designed	Non available data – please specify the reasons in comment of this section

The use rate can also be communicated in comment of the section if it is different from the equipment rate(*) (for example equipment deployed but little used by courts) indicating the difficulties encountered. This use rate can result of satisfaction surveys conducted by IT services, the consultation of the number of connections to an application or a website, etc.

Matters: relate to the type of litigation handled (civil/commercial, criminal, administrative or other), according to the same definitions as for questions 90 to 109 (cf.infra).

Name: name of the application/software/device/project/infrastructure used to identify it internally and/or to enable users to identify it (along with the version number if necessary).

Specific computer applications: can be for example related to dedicated websites or downloadable software.

B. Specific precisions to questions 62 to 65

Question 62.1

Average speed to the internet in courts: there is no uniform legal or technical definition of the data transmission speed on the Internet, especially knowing that these concepts are evolutionary and relative. Some speeds may be considered by some countries as being high speed internet while they would be considered pertaining to another category for other countries.

By simple agreement and to allow an analysis on comparable data, the present evaluation will be based on this classification:

Low internet speed	Medium internet speed	High internet speed	Very high internet speed
	> 128 kilobits per second	> 2 megabits per second (2 Mbit/s)	> 20 megabits per second (20 Mbit/s)
< 128 kilobits par seconde	< 2048 kilobits per second (i.e. 2 megabits per second)	< 20 megabits per second (20 Mbit/s)	

It is required to communicate an average value or a value mostly present in courts and not the highest or the lowest value.

Question 62.2

Office automation tools: all technologies which automate the office activities such as word processing programmes, spreadsheets (Office suite, Open Office, Libre Office, etc.) or mail servers.

The basis of this question is a spreading of these tools in each country and is mainly aimed at measuring the most advanced means implemented to share the produced documents. For example:

- Sharing of folders and documents on national or local file servers**
- Managers for sharing documents and/or versioning (managers of files, clouds solutions, etc.)**
- Sharing of calendars**

Even though there exist in all courts only one office automation tool which is developed, the answer regarding the equipment rate can be filled by 100 %.

The type of tool can be described in comment of this section.

Question 62.4

Link to ECHR case law: the decisions registered in the database have hyperlinks which in case of a decision from the ECHR refer to the HUDOC base.

Question 62.7

Writing assistance tools for which the content is coordinated at national level: to identify models and templates, which have been produced for example, by a national working group between practitioners and not from isolated local or individual initiatives (e.g.: creation by a magistrate of paragraphs models in a word processor according to his/her needs).

Question 63.1

Case management system: this question relates to software, ERP system, workflow used by courts to record and manage their cases.

Two precisions are required:

- **Centralised or interoperable database** – On the assumption of cases storage in a database consolidated at national level (or if interoperable databases exist) for all courts, the answer to give will have to be “yes”. If there is no a centralisation of data (for example, if the data are stored on a court server without any possibility of consolidation), the answer will then be “no”.

- **Early warning signals** – It is a question of whether the software has warning signals in order to have a dynamic and proactive management of cases. For example, it can refer to warnings of times elapsed (estimated or current) in order to prevent inventories or the exceeding of predefined threshold (detection for example of cases for which the age exceeds one or several years). You may indicate in comment if these devices are based entirely or partly on the work of the CEPEJ SATURN Centre.

Question 63.2

The computerised registry must be considered as available online if professionals or users can, a minima, consult its content or obtain extracts of its content via an internet service.

The only presence of descriptive information on the functioning of the registry concerned or on the terms and conditions of consultation does not enable to consider the registry as available online.

Question 63.4

Business intelligence refers to means, tools and methods allowing collecting, consolidating, modelling and presenting the data of an organisation. It aims at offering to the manager of this organisation an overview of the activity processed to help him/her take his/her decisions.

It needs to be known if the collected statistical data (question 63.3) are used, analysed and presented to the local decision-makers (heads of court, heads of court clerks) in order to help them in the monitoring of courts activity.

Question 63.5

It is expected for this question a short description of the terms and conditions for using statistical data of activity (question 63.3) in order to create an allocation scheme of human and budgetary resources. For example, the use of the number of incoming cases in each court to determine the number of judges, according to the average number of cases handled by each judge.

Question 63.6

Budgetary and financial management of courts: it relates to IT tools informing the heads of courts of the budget allocated and the expenditures monitoring (for example, the functioning, payroll, building management, etc.).

Justice expenses management: it relates to IT tools informing the heads of courts of the expenditures linked only to justice expenses (cf. supra definition of question 27 – taxes, legal advice, legal representation, transportation fees, etc.)

System communicating with other ministries (financial among others): the aim is to identify if the information technologies are used - essentially between courts and the ministry in charge of finances - in order to facilitate the expenditures monitoring.

Questions 64.2 to 64.5

It can be answered “yes” if there exist in the country at least one experiment in a matter (civil/commercial, criminal, administrative and other).

Questions 64.2, 64.3, 64.4, 64.6, 64.7, 64.8 and 64.10

The “specific legislative framework” refers to the existing of laws authorising in a specific way the recourse to means of electronic communication, in addition or as a substitute of the paper procedure, in order to submit a case to a court (64.2), to request the granting of legal aid (64.3) or to receive opinions/summons (64.4).

Regarding the electronic communication between courts and professionals (64.6 and 64.7), it can be answered “yes” when a legislative text organise at least one of the trial phases (64.6) or one of the deeds (64.7).

It must be answered “No” even though there exist practices of electronic exchanges between courts, professionals and/or court users based on, for example, extensive interpretations of texts organising preliminarily paper exchanges.

Similarly, regarding the electronic signature and the videoconference (64.8 and 64.10), it must be answered “yes” when a specific legislative text exists for one of the deeds or one of the procedure phases mentioned in the previous column. It must be answered “No” if the electronic signatures devices are only based on extensive interpretations of texts organising preliminarily the paper exchanges or the hearing of parties/witnesses.

Question 64.4

The “consent of the user to be notified by electronic means” allows specifying if electronic summons are set off with the only express agreement of the user. The latter is therefore accepting this notification mean and which can fully be enforceable against him during the whole procedure. It will be answered “No” if the consent of the user is optional or not requested.

The “specific computer applications” in the column “terms and conditions” can for example be related to dedicated websites for which court users have access with identifiers preliminarily communicated and on which opinions or summons can be uploaded securely.

Question 64.5

The answer “yes” can be ticked in the column “monitoring including the publication of an online decision” even though the decision is partially published (device only for example).

Questions 64.6 and 64.7

These questions relate to the transmission by electronic means of data contained in a judicial proceeding with or without scanned documents, essentially for the purpose of developing dematerialised communication.

The column “terms and conditions” is to be filled in addition to the column “trial phase concerned” (64.6) or “deeds concerned” (Q64.7), in order to specify the communication technologies used.

For question 64.6, on the assumption of distinct terms and conditions of communication in the different trial phases (e-mail only for the preparatory phase and computer application dedicated for the only transmission of decisions), all options must be ticked (e-mail and computer application dedicated), specifying in comment to question 64 the distinction to make.

The same process is to be done for question 64.7 if the terms and conditions of communications are applicable only for some of the deeds chosen: all options are to be ticked, specifying in comment to question 64 the distinction to make.

Question 64.8

“Conclusions exchanged between lawyers aimed at a court” refer to any document exchanged between lawyers by electronic means in the framework of a judicial proceeding, receiving an electronic signature recognised as authentic, unforgeable, non-reusable, unchanging and irrevocable for courts.

Question 64.10

The proceeding phases concerned by the videoconference between courts, professionals and/or users are described as follow:

- Prior to the submission of a case to a court: it relates to all preliminary phases of the submission of a case to a court or to a hearing. In civil matter, it refers essentially to alternative dispute resolutions; in criminal matter, it refers to the investigation phase (for the management of measures involving deprivation of liberty by the public prosecutor for example)

- During the audience: it refers to auditions using videoconference during hearings. In criminal matter, it can refer to both the defendants and the witnesses.
- Subsequently to the hearing: it refers for example in criminal matter, to subsequent phases to the conviction decision such as the enforcement of sentences.

Question 65.1

The strategic governance is defined for this question as a set of functions (management, monitoring) practiced by a non-specialised structure in information systems, in charge of identifying the modernisation issues of the judicial system for the whole country, to set up priorities to the objectives defined and to initiate reforms attached to these objectives relying in particular on information technologies.

The purpose of this question is to identify if a country has already initiated a global discussion of modernisation of its judicial system and is based on the information technologies among other tools to achieve its objectives.

It can be specified in comment if other approaches of modernisation or contextualisation of IT with the purpose of modernisation have been employed.

ANNEX 8: DEFINITION OF THE CLEARANCE RATE

The Clearance Rate is a simple ratio, obtained by dividing the number of resolved cases with the number of incoming cases, expressed as a percentage:

$$\text{Clearance Rate (\%)} = \frac{\text{Resolved cases in a period}}{\text{Incoming cases in a period}} \times 100$$

A Clearance Rate close to 100 % indicates the ability of the court or of a judicial system to resolve approximately as many cases as the number of incoming cases within the given time period. A Clearance Rate above 100 % indicates the ability of the system to resolve more cases than those received, thus reducing any existing backlog (pending cases). Finally, a Clearance Rate below 100 % appears when the number of incoming cases is higher than the number of resolved cases. In this case the total number of pending cases (backlog) will increase.

Essentially, the Clearance Rate shows how the court or judicial system is coping with the in-flow of cases. It allows comparisons even when the parameters of the cases concerned in different countries are not identical in every respect.

ANNEX 9: DEFINITION OF THE DISPOSITION TIME

Alongside the Clearance Rate (cf. annex 8), the calculated Disposition Time provides further insight into how long it takes for a type of case in a specific jurisdiction to be solved. The indicator compares the total number of pending cases at the end of the observed period with the number of resolved cases during the same period and converts this ratio into a number of days. This indicator measures the theoretical time necessary for a pending case to be solved in court in the light of the current pace of work of the courts in that country.

Disposition Time is obtained by dividing the number of pending cases at the end of the observed period by the number of resolved cases within the same period multiplied by 365 (days in a year):

$$\text{Calculated Disposition Time} = \frac{\text{Number of pending cases at the end of a period}}{\text{Number of resolved cases in a period}} \times 365$$

The conversion into days simplifies the understanding of the relation between pending and resolved cases within a period. The calculated DT would show, for example, that the time necessary for solving a pending case has increased from 120 days to 150 days. This allows comparisons within the same jurisdiction over time and, with some prudence, between judicial systems in different countries. It is also relevant for assessing court efficiency in this regard in the light of established standards for the length of proceedings.

However, it needs to be mentioned that this indicator is not an estimate of the average time needed to process a case but a theoretical average of duration of a case within a specific system. For example, if the ratio indicates that two cases will be processed within 90 days, one case might be solved on the 10th day and the second on the 90th day. The indicator fails to show the mix, concentration, or merit of the cases. Case level data of actual duration of cases from functional ICT systems is needed in order to review these details and make a full analysis. In the meantime, this formula may offer valuable information on the estimated maximum length of proceedings.

The Council of Europe's European Commission for the Efficiency of Justice (CEPEJ) carried out a thorough evaluation of the use of information technology (IT) in the judicial systems of the Organisation's Member states as part of the CEPEJ's 2014-2016 cycle. The aim was not only to draw up an inventory of the development of information technology tools and applications in the courts and prosecution services but also to identify very first means of analysis of their impact on the efficiency and quality of the public service of justice.

The first part of the report is devoted to a thorough analysis of the State of development of IT. This analysis leads to a confirmation of the trend outlined in previous reports: most countries have invested significantly in IT for the functioning of their courts.

This preliminary finding makes it possible identifying in a second part of this report other trends regarding the impact of information technology from the perspective of efficiency and quality.



The CEPEJ internet statistical database is available for everyone on : www.coe.int/cepej

www.coe.int

The Council of Europe is the continent's leading human rights organisation. It comprises 47 member states, 28 of which are members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.



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